

We partner with the NHS and Local Authorities and deliver publicly funded health and care services the Virgin Way: high quality, commercially sound services and problem-solving. As a result, we can invest the proceeds in the communities they serve to make positive differences to people's lives and help secure publicly funded health and care for the future.



Job details

Job title: Bank Administration Assistant

Reports to: Administration Manager

Role purpose

To support the Administration Manager in delivering a consistent and co-ordinated approach to the operational management of Sexual Health service. Undertaking full reception and administrative duties at our base in Chester and our community settings throughout Cheshire West and Chester.

To perform a variety of tasks in support of the patient journey from referral to consultation through to discharge.

To be proficient in the use of computerised systems for booking and tracking all types of outpatient appointments and patient electronic records ensuring this function is co-ordinated and updated accurately and in a timely manner.

To work in conjunction with the clinical and managerial teams to ensure appointment capacity is utilised and the timeliness of patient appointments is monitored.

To undertake clerical duties to ensure a comprehensive and efficient administrative support service.

Key responsibilities:

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

- Sort and distribute and action incoming mail if required.
- To create, update and amend patient case notes as required, particularly in respect of ensuring all patient demographics are accurate as required.
- To undertake reception duties, including updating patient's personal details and organising followup appointments or add patient to an outpatient waiting list following a standard operational procedure.
- To ensure telephone enquiries are dealt with in a polite and courteous manner, and liaise with Administration Manager to action DNAs to the service.

- Undertake photocopying, facsimiles, email, memo requests and basic ad-hoc copy typing if required.
- Support with and maintain our robust express kit process; which will include the required result administrative tasks.
- To work in line with our organisational values and behaviours, in addition to maintaining our local and regional guidelines.
- Support the service with the management, promotion and administration of our FFT (Friends and Family Test) campaign.
- Maintain the work area in a clean tidy manner at all times ensuring the security requirements of the office area are met.
- To support and share equal responsibilities of all tasks that fit within the remit of the Administration Assistant.
- Maintain a safe environment for patients, staff and visitors.
- To support with the creation and distribution communication and marketing literature for the service.
- Contribute to working towards our call management service levels and maintain excellent customer service.
- To complete purchasing requests via our procurement system.
- Contribute and attend service, team and 1-2-1 meetings as and when required.
- To support the service secretaries with administrative tasks such as type-copying clinic attendance letters and sending out via our electronic send system. To also include the support and action of the services' inward referral process.
- To support the Administration Manager in the day to day operational functions of the department and undertake any office duties to ensure the efficiency of the administrative service is maintained at all times.
- To complete all quality and safety training and any other training requirements that occur for support the role of an administration assistant.
- To support the Administration Manager and wider Management team with audits and the collation of administrative data.

This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service.

Person specification	
Essential	Desirable
<ul style="list-style-type: none"> • Educated to GCSE level or equivalent • Able to organise and prioritise own workload • Able to communicate effectively and in appropriate manner with individual and groups at all levels • Work as part of a multi-disciplinary team • IT skills and experience in using office software such as Word, Excel and PowerPoint • Good interpersonal skills, both verbal and written. • Work using own initiative • Able to plan own workload • Forward thinking with logical and positive attitude Flexible • Open and honest • Ability to travel to other sites 	<ul style="list-style-type: none"> • Previous NHS experience • Previous experience of working within health or social services • Wish to develop personal career and service • Experience using Lilie

About us

We've been part of the NHS since 2006. We partner with the NHS and with local authorities to provide high quality care and transform services to be sustainable for the future. We see more than a million people each year in community and primary care, social care and referral services across England.

- We're part of the Virgin Family, a worldwide family business spanning the globe which has invested more than £60m of its own money into our partnerships with the NHS
- Our shareholders have committed to re-investing any profits back into our partnerships with the NHS, including through a £100,000 a year innovation fund you can use to make a difference in your service.

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.



- We're highly rated by the CQC. 97% of our services¹ are rated good or outstanding by the CQC and we're inspected more often – more than 80 times a year since 2013.
- We are one of just 22 organisations with a Government-backed quality award for our learning and development programmes run through our in-house development company, The Learning Enterprise.

Our values

- **We think** - Challenging ourselves and others on what we do, how we do it, fostering a culture of improvement.
- **We care** - putting people over process, treating service users like our own family, understanding and walking in the shoes of others.
- **We do** – cutting through bureaucracy and getting stuff done – holding ourselves and others to account for high standards and not just talking about change but delivering it.

Confidentiality and Information Security

As a Virgin Care employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by UK Data Protection laws and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and NHS Digital's Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information Governance Responsibilities

As a Virgin Care employee you are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Adherence to the clear desk/screen policy
- Only using email accounts authorised by Virgin Care – eg @virgincare.co.uk, NHSmail etc. These should be used in accordance with the Sending and Transferring Information Securely Procedures and IT and Electronic Communications guidance
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person eg line manager, Head of Information Governance, Information Security Lead within and no later than 72 hours after identifying the incident
- Only using approved equipment for the use of Virgin Care business

¹ As at September 2020



Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with Virgin Care policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice / conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management / Health & Safety

Virgin Care is firmly committed to reducing Healthcare-Associated Infections. All colleagues are responsible for protecting themselves and others against infection risks, and ensuring a clean safe environment is maintained. All colleagues, regardless of whether clinical or not, are expected to comply with current Virgin Care infection prevention and control policies including Hand Hygiene and Maintenance of a Clean Environment. These policies must be followed to ensure patients are cared for in a clean environment and receive the highest standards of clinical care.

Colleagues must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) and Virgin Care policies and guidelines to ensure that we maintain a safe environment and safe working practices to protect service users, other colleagues and visitors. It is essential to observe strict fire and security precautions at all times. Ensure you know the fire procedures in your workplace; never obstruct fire exit routes or prop open fire doors. Always keep premises secure and check the identification of visitors or unknown persons in the workplace.

All staff have a responsibility to access Occupational Health, other staff support services and/or any relevant others in times of need for advice and support.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

Virgin Care is committed to safeguarding, protecting and promoting the welfare of children and adults at risk of harm. We expect all employees to share this commitment by working to relevant safeguarding legislation, multi-agency procedures and Virgin Care policies and guidance which promote safeguarding and safer working practices across our services.

As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. All colleagues working directly with people using our services will support them to participate in decision making in accordance with the Mental Capacity Amendment Act 2019.

Medicines Optimisation Responsibility

All health care professional colleagues who are registered with a regulatory body, must comply with their regulatory body, including standards of professional practice / and conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Nursing or registered healthcare professionals

All staff are responsible for undertaking all aspects of medicines optimisation related activities in accordance with the company's medicines policies and procedures to ensure the safe, legal and appropriate use of

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medicines. All staff are responsible for maintaining their competencies in order to undertake the medicines optimisation activities.

Skilled non-registered staff

Undertake aspects of medicines optimisation related activities in accordance with the company's medicines policy and procedures where appropriate training has been given and competencies have been achieved:

Policies & Procedures

All Staff will comply with the Company Policies and Procedures which can be found on the company intranet.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential.

As a Disability Confident Committed company, we work in partnership with the Department of Work and Pensions (DWP) to provide facilities, work environment adjustments and technical solutions to make our business an inclusive place for all. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.