

Job Description

Job Title:	Business Support to Children's Continuing Care Team [Band 3]
Reports to (job title):	Local Business Support Manager
Line Manager to:	N/A
Job Purpose: To provide an efficient, effective and high-quality administrative service to the Children's Continuing Care Team [CCCT] across Wiltshire and to support the smooth running of the Children's Community Nursing Team	
Key Responsibilities <ol style="list-style-type: none"> 1. Maintain an efficient office and co-ordinate a high quality of administration support to the CCCT Clinical Lead and the Senior Community Children's Nurse as a whole and to work proactively as part of the team. 2. Provide effective and comprehensive admin support (e.g. filing, typing, answering telephone queries, document production, processing purchase requisitions, photocopying and other duties as required by the Clinical Lead and Senior Practitioners. 3. Contribute to the maintenance and development of the Single Point of Access process and recording systems, adhering to CCCT and CCN procedures and liaising with other agencies and parents/carer's as appropriate. 4. Assist with the production of the clinical rota for CCCT. Sending out to the CCCT Team and to the families. Sending out text messages to the CCCT Team confirming their shift details. 5. Act as a central point of contact for the CCCT/CCN Team, dealing with telephone and face-to-face enquiries in a polite, efficient and professional manner, passing enquiries and messages on promptly for action as appropriate, whilst observing confidentiality at all times. 6. Support Team and Managerial meetings (e.g. arranging meetings, agenda preparation, collation and distribution of meeting paperwork, minute taking, transcription and distribution of minutes and follow up as required) and act as a central point of distribution for information and reports to all CCCT/CCN staff as directed. 7. Effectively manage an electronic diary for the Clinical Lead and Senior Practitioners, using initiative and judgement when booking, rescheduling or cancelling appointments. 8. Work with the Clinical Lead and CCCT/CCN Teams to assist with the implementation and ongoing training on SystmOne. 9. Demonstrate awareness and sensitivity to the work needs and priorities of the Clinical Lead and CCCT/CCN Team, ensuring time, privacy and appropriate resources are made available to them, to ensure their work is completed within deadlines and clinical contact time is maximised across the Team. 10. Respond to enquiries from parents/carers/schools in an empathetic manner and redirect accordingly to ensure a prompt response, whilst highlighting any issues of concern or priority to appropriate person. 11. Liaise with families, other professionals/organisations and internal service providers regarding care needs and deal with sensitive information tactfully and diplomatically at all times. 12. Ensure annual leave matrix is updated appropriately throughout the year. 	

13. To work in liaison with the Locality Business Support Manager to ensure appropriate and consistent information sharing and record management as per relevant policies.
14. Provide admin support to the other Heads of Service Managers and Children's Specialist Services as required to ensure high quality care is delivered to children, young people and families.
15. Provide cover for other administrative/Secretarial staff during periods of annual leave and sickness, to ensure the efficient and consistent running of Chippenham Single Point of Access
16. Effectively manage own workload and undertake tasks as delegated by the CCCT/CCN Clinical Lead and the team.
17. Maintain up to date knowledge required to carry out the role and undertake statutory/mandatory and other training as requested and demonstrate flexibility and willingness to learn new skills and continue professional development.
18. Liaise with the Local Authority, other NHS Trusts and Child Health Departments, Education Departments, Social Services, GP Practices, other Health Professionals, and families as required.

Our Values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day. At HCRG Care Group, our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. They're our moral compass and define the way we *Care*, *Think* and *Do* our bit.

1. Heartfelt Service - **Care**

- Inspire
- Understand
- Communicate

2. Strive for Better – **Think**

- Challenge
- Improve
- Learn

3. Team Spirit - **Do**

- Accountability
- Involve
- Resilience

Confidentiality and Information Security:

As a HCRG Care Group 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 the 1998 Data Protection Act 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 [HSCIC 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 HCRG Care Group 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 HCRG Care Group – eg @hcrccaregroup.com, NHSmail etc. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person, eg line manager, Head of Information Governance, Information Security Lead
- Only using approved equipment for the use of HCRG Care Group business

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 HCRG Care Group 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

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

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

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

HCRG Care Group as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

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

Policies & Procedures

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

General

HCRG Care Group is committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

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. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

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.

PERSON SPECIFICATION

Essential	Desirable
<ul style="list-style-type: none"> • Typing and word processing to RSA 2 or equivalent. • GCSE Math's and English Grade C or equivalent. • Evidence of continuous professional development. • Considerable administrative experience • Experience of working independently and as part of a team within a busy office environment. • Effective maintenance of electronic filing systems. • Competent use of Microsoft Office; Word, Excel, Database management, Powerpoint, Outlook and Internet Explorer. • Clinical data inputting and creating graphs/table to illustrate data. • Proficient in the use of SystemOne • Excellent written and oral communication • Ability to use own judgement to find solutions to problems. • Time management skills and ability to prioritise workloads within tight set deadlines. • Work under pressure, quickly and accurately, responding to the needs of managers and others. • Ability to initiate action in the absence of manager and work on own initiative. • Ability to relay accurate messages and deal with enquiries calmly and effectively. • Ability to communicate with multi-disciplinary professionals and staff incorporating diplomacy and absolute discretion. • Excellent team working skills. • Current full driving licence and use of car during working hours. 	<ul style="list-style-type: none"> • Secretary/PA experience/Coordinator. • NHS administration • Children's Health or Social Care knowledge. • Working with Data Protection and Caldicott principles. • Finance background
Other requirements: -	

Employee signature: _____

Manager signature: _____