

Job Title:	Administration Assistant – Grade 2
Reports to (job title):	Team Leader
Line Manager to:	

Job purpose

To provide administrative support to the Community Team and Team Leader, in line with Wiltshire Health and Care's objectives.

The below points outline the main responsibilities of the post, in line with HCRG Values.

Base

Community Team office

This post is responsible for

- Receive and process referrals from referral centre via computer fax, or other electronic media.
- Data input information onto patient administrative system.

Key responsibilities

- Maintain systems to collate information and reports regarding team and staff activity for management purposes and ensure that information and records are updated and maintained.
- Data entry, word processing, storage of data in line with Community Team processes and Trust procedures.
- Maintain filing systems for: electronic files; paper files; personal files; team notice board; patient records; archive filing.
- Monitor and maintain adequate supply of stationery in line with team budget. Order stationery on-line; process goods received in line with Trust procedures.
- Order non-stock items as directed by Team Leader / team members.
- Order on-line clinical stocks on behalf of clinicians as directed by Team Leader.
- Advise the Transport Department of collections and deliveries for clinical waste and file records.
- Support administrative colleague with checking of invoices as required.
- Maintain records for Community Team vehicles, liaising with Transport Department and Team Leader to organise service and repairs.
- Ensure all office equipment is in working order, reporting faults and monitor progress of repair.
- Keep record of equipment on loan, reporting faults and ordering consumables.
- Collect, distribute and prepare post sending out to other departments/sites/agencies. Open all post as directed by Team Leader.
- Act as central point of contact for all calls/enquiries to the Team, redirecting calls, taking messages and dealing with enquiries where appropriate.
- Support administrative colleague providing support to the Team and Team Leader as required. To include word-processing and photocopying for the team and Team Leader ensuring there is a steady stock of paperwork and forms.
- Support administrative colleague to receive team's monthly claim forms and check that all are signed before passing to the Team Leader for signing, as required. Update database with staff sickness, annual leave, training etc.
- Organise team meetings. Book venue/room; attend meetings and take minutes and transcribe minutes for chair; distribute minutes on chair's authorisation; prepare paperwork; attend other meetings and/or take minutes to transcribe for chair.
- Maintain and update the team's lone working data base, communicating updates to senior staff and updating the on-call manager shared drive.
- Ensure personal mandatory training compliance and personal development to meet requirements of the post and participate in supervision, training and appraisal.

- Check documents for Recruitment Pre-Employment checks such as Right to Work and DBS and complete associated paperwork
- Frequent sitting and inputting at keyboard.
- Lifting, sorting, filing, general handling of case records, storing stationery ordered.
- Frequent requirement for prolonged concentration is required to input data onto data bases for reports on activity.
- Meeting frequent deadlines for information/reports is required.
- Use of VDU equipment most of the day.

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 but 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. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our 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 2018 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

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
- Only using email accounts authorised by us. 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 e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting 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 our 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 must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are 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 and Procedures

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

General

We are 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.

Personal Specification

Essential

- RSA II or equivalent in typing/word processing
- To have worked previously in a medical, health or social care environment
- Knowledge of data protection and confidentiality
- Knowledge of databases and spread sheets
- IM&T literate
- Regular use of Databases, Word processing packages, spread sheets
- Interpersonal skills
- Flexible
- Efficient, courteous telephone manner
- Ability to remain calm in a pressured environment
- Ability to prioritise workload
- Good communication skills
- Calm and approachable
- Able to work within a multi-disciplinary team
- Able to work unsupervised
- Willing to work In other areas as and when required

Desirable

- ECDL or equivalent
- Access
- Patient Administration Systems
- Minute taking
- Medical Terminology
- Report writing
- Experience of working within an office environment

Job Description

Employee signature

Manager signature
