

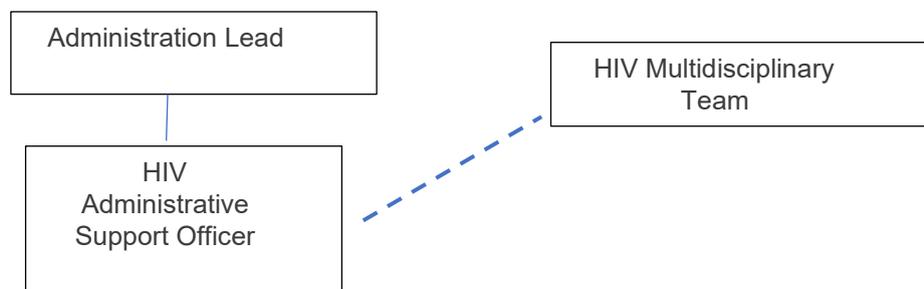
Job Title:	HIV Administrative Support Officer (SPA)
Reports to (job title):	Senior Administrator / SPA Lead

## Job purpose

To provide high-quality, confidential, and efficient administrative support to join the Coventry and Warwickshire HIV service, operating within a Single Point of Access (SPA) model to ensure consistent, timely, and patient-centred access to care. The post holder will support coordination of HIV patient pathways in line with agreed SPA protocols and service standards and is proficient in letter writing, appointment bookings, diary management and supporting meetings in minute taking, scanning and printing.

The HIV team consists of Consultants, Nurses and HCA's and Pharmacists. The role may require travel between our 4 hubs (Rugby, Leamington, Nuneaton and Coventry).

The ideal candidate will have experience in administration roles and have a good standard of general education at GCSE level and an NVQ3 in administration would be beneficial but not essential. The must have a good knowledge of Excel, Word and be able to adapt to work on the dedicated clinical system for the service.



## Key responsibilities

- To act as a first point of contact for HIV-related administrative queries via SPA channels and be able to coordinate and act in accordance with local processes.
- To receive and process referrals in line with SPA protocols, ensuring accurate logging and routing.
- To book, amend, and cancel HIV appointments in line with service procedures.
- To escalate urgent or complex cases to clinical staff following agreed escalation pathways.
- To track patient pathways to ensure timely follow-up and recall processes.
- To prepare and validate clinic lists in advance to ensure effective use of capacity.

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- To coordinate meetings related to HIV care and provision
- To maintain accurate patient records on clinical systems
- To support waiting list and capacity management processes.
- To communicate sensitively with patients, maintaining strict confidentiality. This may be in a face-to-face capacity or over the telephone
- Be able to record effectively all patients conversations and information from Consultants that is related to patient care
- To contribute to service improvement initiatives and SPA development.
- Minute take for HIV meetings and coordinate actions
- Be able to prioritise urgent tasks effectively and manage own workload on a day-to-day basis
- Be able to sensitively deal with distressed patients on the telephone and face to face, showing empathy and compassion and escalate as appropriate to senior colleagues
- To recognise own remit and escalate as appropriate either verbally or via email

## 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"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## 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.

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## 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 always observe strict fire and security precautions.

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.

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## 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

- Good standard of education to include GCSE grade 4 or above in English and Maths
- Typing proficiency
- Proven secretarial skills within customer care environment
- Driving License and access to a car for work purposes.
- Confidence to work independently and intuitively within HIV specialism.
- Able to communicate effectively with patients both verbally and written
- Strong organisational tasks and ability to prioritise and delegate tasks
- Able to identify barriers to communication and implement solutions to overcome them.
- Good level of emotional Intelligence.
- Good generic IT and ability to use MS Word/Teams/Excel
- Strong analytical skills
- Ability to apply sound professional judgement for legal and ethical issues

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- Evidence of continuous professional development.
- Ability to manage own workload and that of others
- Willingness to undertake training related to post as required
- Reliable and flexible and able to contribute to changing demands of the service

## Desirable

- NVQ3 Business administration or Customer Care Knowledge of medical terminology
- Relevant keyboard qualification – typing to RSAII/OCRII or equivalent experience

**Employee signature**

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**Manager signature**

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