Job Description

Job Title:	Administrator
Reports to (job title):	Senior Community Health Navigator
Line Manager to:	N/A

Job purpose

The Administrator role will support the back-office functions of the BSW (B&NES, Swindon, Wiltshire) Community Health SPA and has a key role in providing administrative, clerical and organisational support to services. The role will liaise with other departments and services, responding effectively to enquiries from patients/service users, referrers/ health care professionals, other agencies and the public. The role will consistently promote a patient focussed service, delivering a positive customer experience and supporting effective internal and partner working relationships across BSW.

This is a demanding role requiring high levels of administrative skills / communication skills and the ability to work proactively as part of a team.

The role may also require verbal and written client and stakeholder contact, requiring a high level of inter-personal skills. Having a respectful and empathetic attitude will be essential, with the capacity to manage highly sensitive, complex and confidential information.

Base

To be agreed but will be at a base within BSW. This role will also include hybrid working at home. Travel may be needed to different locations within BSW

This post is responsible for

- Be able to follow guidelines/protocols and written processes
- Provide administration support to a range of frontline clinicians and managers
- Maintain good communications with clincical collesgues in relation to the administration services
- Deal with information in a tactful, sensitive and strictly confidential manner, showing empathy and judgement, in liaison with appropriate professionals as required.

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

Job Description

- Ensure paper and / or electronic systems are kept up to date and accurate; carry out data cleansing as directed
- Produce and distribute information for wider cascade as required
- Maintain agreed stock levels with responsibility for ordering routine goods and stock / consumables to support the services / hub, processing medical devices, uniforms and stationery as required. Receipting goods delivered and follow up any queries with suppliers
- Be responsible for processing medical devices for servicing as required. Report equipment issues using established procedures. Monitor repairs and follow up as necessary
- Provide support around incoming and outgoing written correspondence from the organisation (letters /emails)
- Ensure accurate data input to key IT systems and databases. This will include scanning and attaching documents, creating patient records, updating personal information relating to service users, generating standard letters and discharging cases
- Ensure the timely escalation and logging of incidents as required on Datix
- Coordinate booking of velues / rooms for clinic sessions
- Provide reception cover as required
- Provide wider telephony support to the Community Health Navigtor teams by assiting with calls as and when requested
- Book and schedule planned clinical appointments on SystmOne ensuring patients are seen within any contracted waiting times
- Collate and send information / resources and appointment letters to patients in respect of booked appointments
- Reschedule appointments cancelled by patients or the organisation
- Carry out call backs to referrers where necessary to ensure appropriate information is obtained to ensure a high quality referral
- Management of clinic ledgers for services in the clincial system
- Book translaters as required and raise associated purchase orders
- Attend and contribute to a range of meetings to represent the Business Support function as required.
- The post holder is required to work flexibly across sites and undertake any additional duties as delegated by their line manager to ensure that service priorities and workloads are maintained
- To support the EHCP workstream and to coordinate responses as per local SOP.

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

Job Description

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
• Inspire	• Challenge	• Accountability
• Understand	• Improve	• Involve
• Communicate	• Learn	• 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

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

- 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 DATIX 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.

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.

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

Job Description

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.

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

Job Description

Personal Specification

Essential

Qualifications

- Maths and English GCSE or equivalent level A-C

Work Experience

- Administration Experience
- IT Systems Experience

Knowledge and Skills

- High level of computer literacy to include a good working knowledge of Microsoft Office packages including Outlook, Word, Excel.
- Accurate and efficient IT and keyboard skills.
- Effective interpersonal, organisational and communication skills. Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing.
- Ability to work with discretion, sensitivity and maintain confidentiality.
- Good planning and organisational skills and ability to meet deadlines.
- Ability to prioritise and manage workload within a busy environment.
- Ability to work as part of a team.
- Excellent planning and organisational skills and ability to meet deadlines.

Desirable

Qualifications

- NVQ II Administration
- NVQ II Customer Services

Work Experience

- Previous health or social care experience

Knowledge

- Understanding of medical terminology

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

- Knowledge of clinical systems or databases

Other requirements:

Ability to travel to another BSW base as required.

Employee signature

Manager signature

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX