

Job Title:	Administrator Band 3 – Community Children’s Nursing Service
Reports to (job title):	Community Children’s Matron
Line Manager to:	Ruth Dudley

Job purpose

- To provide effective and efficient administrative support to all the services managed by the Community Children’s Matron which includes Community Children’s Nursing, Special School Nursing, Autism and ADHD specialist nursing, Children’s Community Dietetic service, Community Children’s Allergy service and the Children’s Continence Service.

Base

- Tree house Children’s centre, Parnell Road, Harlow CM18 7NG

Key responsibilities

- Prioritise own workload to meet deadlines and demands of the service.
- Ensure the maintenance of accurate and efficient electronic records, ensuring confidentiality of all patient identifiable information.
- Appropriately deal with telephone queries, prioritising and ensuring that messages are relayed to the relevant staff member.
- Sorting and distribution of the incoming post and sending of any correspondence through SystmOne using the iMail system.
- Monitoring the Community Children’s Nursing Team generic email ensuring that the Duty Nurse is aware of the emails, listening to all answerphone messages and directing the requests to the duty nurse or appropriate service.
- Advanced Keyboard skills/touch typing to facilitate the accurate and speedy production of reports, spreadsheets and correspondence.
- Undertake and investigate by various means i.e. electronically, telephone and written communication to identify persons or organisations relevant to obtain necessary information for ordering supplies.
- To allocate equipment to new employees. Ordering of badges, uniform and bag/trolley.
- To ensure that there is always a supply of paperwork/new patient packs available for the nursing staff.
- To accurately record and report on Friends and Family Tests, Compliments and Complaints.

- To be responsible for the ordering of medical supplies and equipment as necessary via NHS Supply Chain and Procurement to ensure adequate levels of all stock are maintained and to monitor all stock taking, also to arrange any returns as required.
- To carry out the weekly audit of stock medication and follow the Standard Operating Procedure if dates have expired. Ensure the Lead Pharmacist receives the updated temperature and stock paperwork on a weekly/monthly/quarterly basis.
- Arrange and organise monthly team meetings including booking venues, producing and circulating agendas. Type the team meeting minutes and distribute to staff.
- Provide a comprehensive, confidential high quality administration service which includes processing of letters, reports and spreadsheets. Any other routine correspondence; scanning and photocopying and emailing of prescriptions to GP.
- Maintain diaries on SystmOne, including scheduling of appointments and liaising with staff, both internally and with external organisations.
- Prepare the oxygen saturation monitors to be ready for the nurses to take to patient homes for saturation monitoring or an overnight sleep study. To be responsible for the downloading of the sleep study. To print and scan onto SystmOne records then to give to the appropriate member of staff and email the requesting clinician.
- To ensure all medical and I.T. equipment is booked out to the correct location, organise repair of faulty equipment and make sure all annual service/maintenance dates are not exceeded.
- To access the Home Enteral Feeding electronic system in an administration role. To raise the yearly Purchase Orders for this service and receipt payment each month.
- To arrange with patients/parents/carers the delivery and collection of patient equipment and monthly supplies.
- To raise Purchase Orders and goods receipt items when they arrive. Contact the companies if items do not arrive and arrange for credit or reorder the items.
- To request and facilitate the installation of bespoke software used by the Community Children's Nursing Team.
- To contact all GP's on an annual basis to confirm that GP contact information is still correct, update with any changes.
- To undertake any other duties as may be reasonably determined from time to time commensurate with the grade for the post.

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 with 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

- GCSE English and Maths, Grade C and above, or equivalent qualification
- Experience within an administrative role or experience of working in a customer service environment
- Excellent communication and interpersonal skills, both verbally and written, to all levels both internally and externally
- Effectively prioritises and coordinates own work alongside work of others
- Standard keyboard skills
- Experience of using SystmOne
- Ability to use Microsoft Office packages

- Work flexibly as part of a proactive team with possibility of changing days worked
- Excellent time management skills
- Ability to use initiative without close supervision
- Good organisational and planning skills
- Understanding of good customer care
- Self-motivated
- Ability to remain calm in a busy environment
- Reliable

Desirable

- NVQ 3 or equivalent experience
- Experience of working within Children's Services or in an NHS environment
- Understanding of safeguarding principles
- Experience of dealing with sensitive issues
- Experience of managing databases

Employee signature

Manager signature
