

Job Title:	Administrator – Safeguarding Children & Children in Care Essex Child and Family Wellbeing Service
Reports to (job title):	Safeguarding & Children in Care Specialist Nurses
Line Manager to:	n/a

## Job purpose

This role shares the functions held both by both the Safeguarding and Children in Care Teams and the primary role of the post holder will be assisting either the Safeguarding or Children in Care teams to provide an excellent professional service of a high standard that ensures services meet contractual requirements and associated regulations.

This will be achieved by the post holder providing a comprehensive and efficient administrative service to the Children in Care and Safeguarding team thus ensuring the services operate effectively and efficiently.

The post holder will be required to be mindful of the confidential and sensitive natures of much of the work and adhere to HCRG Care Group data protection and IG policies at all times.

The post holder will require experience of and ability to liaise with a wide-variety of Health staff and other multi partner agencies such as the local authority, local health agencies, GP services, police, CCG's, the safeguarding boards and NHS England services.

The post holder will be required to take pride in doing what is required, showing focus and determination when faced with routine setbacks

## Key responsibilities

*This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -*

- To Support the identified Lead's in the day-to-day running of the department ensuring compliance with relevant procedures and policies and section 11 audit requirements, and the tracking of Children in Care IHA's (West Only) and RHA's.
- Undertaking general office duties as required including; filing, faxing, photocopying, collating and distributing information, receipt and distribution of incoming and outgoing mail, preparing resources ready for training sessions, archiving documents as per HCRG policy, managing the identified e-mail box/s, maintaining stationary supplies, preparation of reports and maintaining data spreadsheets.
- To act as an initial point of contact within the Children in Care and Safeguarding team dealing with telephone calls, e-mails and messages some of which are complex, or contain sensitive information.

- To be involved in the planning and organising of: meetings, workshops, training and events.
- To provide administrative support to meetings including agenda setting, room bookings calling for papers, printing and collating sets of papers, minute taking and informing people of their follow-up action points.
- To assist with meeting preparation, room bookings, verifying attendance, providing hospitality, setting up presentations and producing minutes for board and Sub Group related meetings.
- To assist in servicing the Children in Care and Safeguarding working Groups and any related sub groups and ensure that arrangements requested by the Chairs are put in place and that material requested by the Chairs and members is circulated in advance of meetings.
- On occasion, to attend and minute Children in Care and safeguarding case meetings/interviews on a range of sites, recording discussions and decisions taken to the relevant participants for inclusion on case files or for more general distribution as required.
- To support lead professionals in co-ordinating safeguarding supervision for identified staff and maintaining accurate records of those undertaking safeguarding supervision.
- Be responsible for developing and maintaining systems for storage and retrieval of information in accordance with HCRG policies, ensuring information is accessible to other members of the team.
- To maintain both manual and electronic records, including confidential records, filing documents accurately, and archiving files in accordance with HCRG Care Group policy.
- To collate statistical information and reports in line with Departmental KPI's CQUINS or reporting requirements.
- To maintain and develop statistics, spreadsheets, data sets and systems for the purposes of reporting on audits and Quality and Performance as requested by the lead's.
- To maintain a shared electronic diary; recording availability/ commitments to meetings of self and the identified lead's.
- To deal sensitively with enquiries or telephone messages, logging calls accurately and alerting the leads, senior managers, or social care immediately to any issues requiring immediate attention.
- To develop and maintain good working relationships with: other teams, operational departments, outside agencies, adults and young people in need and carers in contact with the service. • To promote quality improvement across all areas of your work.
- To develop and maintain, recording and administrative systems and processes in support of the changing requirements of Children in Care and Safeguarding.
- To maintain Children in Care and Safeguarding records and assist in developing manual and computerised filing systems for all relevant work relating to the Children in Care and Safeguarding team work.
- To develop and update the Children in Care and Safeguarding databases, CIRIS reports, where appropriate, with recommendations and outcomes in liaison with the safeguarding lead's.
- To develop and maintain internal and external list of relevant contacts

- To update the Children in Care and Safeguarding information circulars, in liaison with the lead's, for internal departments and directors.
- Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other relevant legislation.
- Ensure that the skills and expertise required for the post are maintained and enhanced by continuing education.
- To achieve service outcomes and objectives, and personal appraisal targets, as agreed with your line manager.
- To undertake additional duties proportionate with the grade as directed by your line manager.  
Clinical/Professional Responsibilities.
- The post holder will act as an ambassador for the organisation and their team by providing a high standard of communication skills at all times.
- The post holder will deal with telephone enquiries/referrals in a polite and helpful manner; ensuring messages are prioritised and actioned as appropriate.
- The post holder will use internal processes and own initiative for escalation of concerns in an effective, timely manner.
- The post holder will maintain client confidentiality in accordance with the organisation's policy.
- The post holder will be required to manage often complex personal information according to Caldecott guidelines.
- The post holder will use electronic systems effectively in order to maintain safe standards of record-keeping, and database management following all relevant procedures and guidance.
- The post holder will manage incoming information, process it and pass it on to the relevant practitioners and services.
- The post holder will capture KPI Data as per organisational and contractual requirements.
- The post holder will be required to minute take at meetings as delegated by the lead/s and ensure distribution of minutes within agreed timescales and in agreed format.
- The post holder will maintain up to date and accurate records, in the most appropriate format.
- The post holder will open, sort and date stamp post as and when required.
- The post holder will maintain an up to date range of reference files and records in order to give accurate information and advice to staff and patients and carers.
- The post holder will file, archive and transfer health records, letters and other documents in accordance with local record keeping policy.
- The post holder will comply with all health and safety directives, risk assessment and other statutory and legal requirements relative to HCRG and the working environment.
- The post holder will maintain up to date knowledge through attendance at all mandatory training and self-directed learning.

- The post holder will be required to engage in the process of change effectively, being prepared to challenge existing practices in partnership with the lead's for Children in Care and Safeguarding and work with the lead's for Children in Care and Safeguarding to develop a shared vision.

## 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.

## 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

- A good standard of general education to GCSE Level or equivalent - Must include English Language grades A-C
- Excellent numeracy and literacy
- Competent IT skills including Word, Outlook and Excel
- NVQ level 2 or equivalent experience Skills/Abilities • Outstanding interpersonal and communication skills – both verbal and written
- Ability to liaise with a wide-variety of Health staff and other partner agencies/organisations
- Helpful & confident telephone manner.
- Good organisational skills
- Ability to work unsupervised and prioritise own workload
- Ability to maintain a mature and flexible approach to the job.
- Excellent timekeeping & time management skills
- Ability to cope with deadlines and work under pressure
- Ability to work under pressure using own initiative to meet strict and sometimes conflicting deadlines.
- Ability to analyse information and apply accuracy to detail. Experience Experience of developing and maintaining record keeping systems Education/Qualifications
- ECDL or similar Experience
- Experience of collating and processing information for audit purposes
- Experience of and ability to liaise with a wide-variety of Health staff and other partner agencies/organisations
- Experience of working unsupervised and ability to prioritise own workload
- Experience of working on a number of tasks simultaneously

- Demonstrates ability to cope with deadlines and work under pressure.
- Experience of utilising Microsoft packages
- Experience of effectively organising and managing own work load under minimal supervision
- Experience of developing and maintaining record keeping systems and processes
- Experience of handling confidential and sensitive information
- Understanding of and strong commitment to the safeguarding of those in need
- Good awareness of Equity and Diversity issues and willingness to demonstrate fairness and equality in the workplace
- Good understanding of Information Governance including Shared Care Records policy and Caldicott regulations
- Reliable and self-motivated
- Ability to work effectively in a team and autonomously
- A mature and flexible approach to the workload, hours, and sensitive issues
- Ability to deal with exposure to emotional and distressing circumstances
- Maintains professional standards at all times with commitment to best practice and quality
- Ability to handle emergency situations, keep calm under pressure and act decisively
- Ability to work under pressure and to a high level of accuracy
- Working knowledge of HCRG and its partnership with the multi agencies
- Understanding of how to utilise the internet to facilitate effective evidence based research and support tools

**Employee signature**

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**Manager signature**

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