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| Job Title: | Band 4 Administrator |
| Reports to (job title): | Lead Administrator |
| Line Manager to: | N/A |
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## Job purpose

The purpose of the job is to work as part of the administration team to provide a comprehensive administration and secretarial service to the Community Neuro and Stroke Service. The service provides rehabilitation in the community for people following stroke, as well as supporting people with long-term neurological conditions. The team consists of speech and language therapists, physiotherapists, occupational therapists, specialist nurses, rehabilitation assistants and psychologists. The team provides assessment and therapy in the home, or place of residence, providing person centred care, supporting service users to achieve their goals.

The post holder will provide an empathic and sensitive point of contact for service users, carers/families and professionals, exercising initiative and judgement and maintaining confidentiality at all times. The post holder will manage service user records and data, ensuring that clinicians, managers and commissioners have access to timely and accurate records, reports and data. The post holder will participate in and contribute to the effective introduction of new systems and initiatives, leading to the improvement and development of the service

## Key responsibilities

* Develop a comprehensive understanding of the Community Neuro & Stroke Service including the Stroke Team, Neuro Team, Neurology Outpatient Service and MS Nursing Service
* Accurately record telephone messages and action proactively and sensitively
* Provide effective communication and problem solving both face-to-face and via telephone, including dealing with difficult situations
* Contribute fully and constructively in regular team meetings
* Plan and prioritise own day-to-day workload to ensure the needs of the service are met within agreed timescales
* Collate, maintain and promptly produce accurate statistical information and performance data and assist the Community Neuro and Stroke Serve lead and senior clinicians to update the SSNAP [Sentinel Stroke National Audit Programme] database in line with national guidelines
* Create databases to collect and monitor information to assist with the collection and provision of statistical data as required
* Undertake typing which may include audio transcription
* Distribute and prioritise incoming mail, using judgement and experience to decide which documents require urgent action and which may be passed directly to others for action and information
* Co-ordinate the introduction of new technology and new working practices to ensure the smooth running of the department
* Carry out other administrative duties including photocopying, scanning and emailing as required
* Operate the health care records system [SystmOne] with a high degree of accuracy including creating service user records, updating client information (interventions, closures, first assessment) collecting statistics and processing information for the team
* Shared responsibility with other administrators for ordering equipment, monitoring delivery and receipting
* Support clinicians to create materials for service users and for presentations/teaching purposes
* Dealing with compliments and complaints, passing on information to colleagues as appropriate
* Being receptive to and acting on feedback to improve own performance and performance of the service
* Report risks in a timely manner and follow policies in place

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * 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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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**

* Significant administrative experience including initiating and maintaining office systems
* Excellent communication skills. Experience of interacting with service users
* Ability to convey information in a clear, concise and warm manner, both written and verbally
* Able to work effectively as part of a team
* Able to work using own initiative to identify and prioritise tasks and solve problems.
* Excellent organisational skills.
* Able to work both quickly and accurately
* Functional Literacy and Numeracy level 2/GCSE grade A - C or equivalent including English Language and Mathematics.
* Good IT skills and experience of using a range of systems/ IT applications.
* Able to undertake varied numerical and recording tasks accurately
* Ability to make decisions relating to non-routine enquiries and issues
* Ability to problem solve and provide alternative solutions

Desirable

* Previous work experience in a similar setting.
* Training in relevant IT applications
* Evidence of on-going study relevant to this position

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| Employee signature |
| Manager signature |