

Job Title:	Administrator
Reports to (job title):	Administrator Lead
Line Manager to:	N/A

Base: HMP Chelmsford

Job purpose

As an Administrator at HMP Chelmsford, you will play a crucial role in ensuring the efficient operation of administrative processes within the prison. This position requires a detail-oriented and proactive individual who can manage various administrative tasks effectively.

Key responsibilities

- Management of the internal clinics, booking appointments, liaising with clinicians to schedule clinic dates.
- Booking of external hospital appointments for patients that have been referred to secondary care
- Requesting medical information from patient's community GP's and ensuring we obtain this information within a specific time frame so that we are able to continue care.
- Providing medical records following GDPR.
- General Admin duties (scanning, post, photocopying, filing, creating letters etc.)
- Receive and appropriately code safeguarding information/requests etc – training provided
- Action and record requests appropriately with deadlines recorded
- Monitoring of phone lines/answering any queries
- Coordinate MDTs; diaries, ensure invitations are sent and track responses
- Take minutes at MDTs
- Ordering and Maintenance of Equipment/Supplies
- Collate basic information in response to requests
- Monitoring admin email boxes
- Scrutinise patient records to ensure risk information is picked up and highlighted to the appropriate team
- Gate Clearance requests for visitors prior to coming into the prison
- Collection of visitors from security.

The tasks and responsibilities shown above are not exhaustive but should merely be regarded as a guide. The jobholder will be expected to conduct any reasonable activities according to the business needs at that time. These will be subject to periodic review and may be amended to meet

Job Description

the changing needs of the service. The job holder will be expected to participate in this process and the company would aim to reach agreement to changes.

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

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- 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 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.

Job Description

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

Education/Qualifications

- Excellent numeracy and literacy
- Competent IT skills including Word, Outlook, and Excel Skills/Abilities
- Excellent communication and interpersonal skills
- Good organisational skills
- Accuracy/attention to detail
- Ability to prioritise own workload
- Effective time management
- Ability to work on own initiative, and build and develop relationships
- Excellent telephone manner
- Ability to maintain confidentiality
- Demonstrates the ability to work independently using own initiative
- All candidates are subject to prison vetting checks and DBS checks

Experience

- Previous general office experience
- Experience of working with confidential and sensitive information and data
- Experience of using Microsoft packages

Knowledge and Understanding

- Knowledge of office administration and office equipment
- Knowledge of Microsoft packages, including diary management
- Understanding of patient needs and NHS
- Awareness of Health & Safety relevant to role
- Understanding of Information Governance
- Personal Attributes
- Team player
- Adaptable, flexible and able to multi-task
- Reliable
- Ability to learn quickly

Desirable

- Working within a healthcare environment
- SystemOne Experience

Job Description

Employee signature

Manager signature
