

Job Title:	Administrator for Coventry and Warwickshire Sexual Health Hub
Reports to (job title):	Administration Team Lead
Line Manager to:	N/A

## Job purpose

The main purpose of the administrative role is to assist with the provision of the Sexual Health Hub and contribute to the effective running of the clinics through the delivery of administrative tasks. The role will directly support the service by maintaining administrative systems and procedures including reception duties, back-office support including minute taking, manage incoming calls from to the 'Single Point of Access' (SPA) and action as required and through direct patient contact.

The post holder will be proficient in the use of computerised systems for booking and tracking all types of patient appointments and patient electronic records, ensuring this function is co-ordinated and updated accurately and in a timely manner.

The administrator will work in conjunction with the clinical, non-clinical and managerial teams to ensure appointment capacity is utilised and the timeliness of patient appointments is monitored.

### Base:

A base will be allocated within Coventry and Warwickshire, however the role will require travel to other sites (Coventry, Leamington Spa, Nuneaton and Rugby, as well as other Spoke Clinics).

## Key responsibilities

- Reception desk duties including greeting and registering patients, booking appointments and handling general enquires from patients, other healthcare professionals and the public where appropriate.
- Use the Lillie patient management system to book, register and track patients through the service.
- To ensure telephone enquiries from the SPA are dealt with in a polite and courteous manner.
- To work in line with HCRG Care Group's organisational values and behaviours framework, in addition to maintaining our local and regional guidelines
- Always maintain the work area in a clean and tidy manner and ensuring the security requirements of the office area are met.
- Maintain a safe environment for patients, staff and visitors.
- To participate in service developments for the administrative team and support clinical teams where required

- Encouraging a collaborative approach and work closely with all colleagues across the Sexual Health Hub in order to develop and improve the Sexual Health Hub for patients
- Contribute to working towards our call management service levels and maintain excellent customer service.
- To foster close working relationships with patients, commissioners and external agencies
- To support the Administration Team Lead in the day-to-day operational functions of the Sexual Health Hub and undertake any office duties to ensure the efficiency of the administrative service is maintained at all times
- To assist with the distribution of mail and notices as required.
- Check for unallocated postal test results and match them to the corresponding patient record or action as necessary.
- Book any required translators for appointments.
- To maintain high standards of data entry and support where appropriate to resolve data quality issues
- Production of letters as required.
- Recording of messages for clinical colleagues, ensuring that they are accurate and passed the appropriate party.
- Support the administration of spoke clinics and any administration duties that arise from outreach activity
- Support the Sexual Health Hub SPA as required.
- Set up meetings as requested by colleagues within the service
- The post holder will:
  - Be able to prioritise workload and use own initiative.
  - Work flexibly in response to the needs of the service.
  - Undertake any additional duties as required;

## 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.

## 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

- Educated to GCSE level or equivalent in Maths and English

#### Skills/Abilities

- Able to work collaboratively with others and form good working relationships
- Mature and professional approach to Sexual Health issues when dealing with patients
- Able to organise and prioritise own workload
- Able to communicate effectively and in an appropriate manner with individuals and groups at all levels
- Ability to multitask
- Able to work without direct supervision
- Good interpersonal skills, both verbal and written
- Able to work using own initiative and plan own workload
- Forward thinking with logical and positive attitude
- Responsive to change
- Ability to cope with emotionally challenging and distressing circumstances

#### Experience/Knowledge

- Demonstrate a sound knowledge of administration/reception roles
- Experience of working as part of a multi-disciplinary team
- Possess IT skills and experience in using office software such as Word, Excel and PowerPoint
- Experience dealing with highly confidential patient & colleague information

#### Personal Attributes/Other Qualities

- Commitment to team working
- Polite and courteous communication skills, both face to face and on the telephone
- Flexible
- Open and honest

- Good attention to detail
- Commitment to the Service
- Demonstrate a high level of self-awareness in relation to strengths and weaknesses, personal qualities and skills
- Demonstrates a positive attitude to attendance and timekeeping
- Demonstrates and seeks professional development

### **Desirable**

- Have previous experience of working within Sexual Health Services or other health settings such as GP surgery
- Have experience of using the Electronic Patient Records – Lillie IDOX

### **Other requirements:**

Must be flexible in regard to evenings and weekends in accordance with the needs of the service including clinic outreach and spoke venues, and the ability to travel across the localities.

**Employee signature**

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**Manager signature**

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