

Job Title:	Band 2 Community Rehabilitation Team (CRT) Clinical Pathways Assistant
Reports to (job title):	CICT Team Lead

Job purpose

The role of a Band 2 Community Rehabilitation Team (CRT) Clinical Pathways Assistant will aim to deliver a high standard of efficient, professional, and welcoming front-line service to members of the public, patients, healthcare professionals, and colleagues seeking access to Community Rehabilitation Team services.

Provide vital administrative and clerical support to the Community Rehab Team, playing a key role in preventing unnecessary hospital admissions, enabling faster discharges from bed-based facilities, and contributing to the broader therapeutic goal of helping patients achieve their highest level of physical, mental, and social independence—while also supporting carers in their essential roles.

Keep the patient at the heart of all care and decision-making by scheduling timely appointments, managing essential tasks, and supporting therapists in maintaining smooth service flow within intermediate care—ultimately reducing avoidable hospital stays and promoting seamless recovery journeys.

Base location

North Swindon District Centre

Key responsibilities

In this role you will:

- To monitor capacity within CRT service pathways, arranging the most efficient use of therapist's appointments to maximise flow through the service, flagging capacity issues to leads and bringing appointments forwards as appropriate to ensure we meet patient needs.
- To book visits for CRT colleagues, checking for specific instructions e.g. rescheduling appointments and acting on these instructions as appropriate.
- To support the screening team with designated telephone calls and ordering equipment as requested.

- To enter patient's details onto dedicated patient administration systems i.e. SystmOne, Medway and Swift, ensuring information is correctly entered.
- To type or produce documents within an agreed format of corporate standards.
- To support CRT colleagues with the electronic record system i.e. Super User SystmOne
- To act as the first point of contact undertaking reception duties including receiving telephone calls and answering enquiries for patients, families and other professionals wishing to access Community Rehabilitation Team Services.
- Liaising with SPA call handlers to manage telephone queries and new referrals.
- To carry out tasks for therapists to ensure flow and a timely service can be provided.
- To help check and provide clinical information and data as requested by therapy leads or Head OT/Physio

Corporate Governance and Quality

- Assist CRT Managers to collect, collate, monitor and submit reporting statistics as and when required to enable flow through CRT services and assure quality e.g. information governance, national audits and evidence collection for CQC

Administrative Duties

- To assist in the day to day administrative organisation of the CRT Therapy Team providing general clerical and administrative support including answering phones, taking messages, filing, photocopying, scanning, faxing, distribution of post etc.
- Organise and manage correspondence appropriately adhering to established office systems and processes transmitting information effectively.
- To use appropriate manual and electronic filing systems.
- Administer the archiving of records to the dedicated records Management Company, using established procedures.
- Report equipment and maintenance issues using established procedures. Monitor repairs and follow up as necessary.
- To maintain agreed stock levels with responsibility for ordering and processing both stock and non-stock items for CRT using electronic ordering systems. Receipting goods delivered and following up any queries with suppliers.
- To contribute and support CRT managers to set up processes for the team e.g. monitoring and booking visits for CRT colleagues, screening new referrals.
- To assist with arranging meetings, recruitment interviews and training e.g. booking venues, arranging refreshments, preparing information packs and providing basic I.T assistance as appropriate.
- Assist in the induction of new colleagues to CRT e.g. requesting I.T equipment and log ons

Training

- To complete mandatory training as directed including information governance, fire health and safety awareness, infection control, equality and diversity training.

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 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.

Job Description

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 or Equivalent
- Administration Experience
- Customer Services
- Knowledge
- Admin Systems and Processes
- Basic Diary Management
- Interpersonal Skills
- Effective communication skills
- Effective personal presentation
- Technical Skills
- Word – intermediate Level
- Excel – intermediate Level
- Outlook intermediate Level
- Powerpoint – intermediate level
- Attributes
- Problem solver
- Conscientious
- Self-Motivated
- Use own initiative within agreed parameters
- Positive attitude
- Customer focused
- Flexible to meet the needs of the service
- Able to maintain confidentiality
- Trust Worthy

Desirable

- Administration Qualification / NVQ 2
- Customer Services Qualification / NVQ 2

Job Description

- Previous NHS Experience
- Reception Experience
- IT Systems Experience.
- Knowledge
- Medical Terminology
- Interpersonal Skills
- Able to network and liaise with a wide range of services
- Technical Skills
 - PAS
 - SystmOne
 - Swift
 - Medway
 - Roster Systems
 - E-Roster

Other requirements:

Willing to work in other areas of the Trust or Trust-wide as and when required to do so.

Full current driving licence, access to a car for business use or equivalent mobility

Employee signature

Manager signature
