

Job Title:	Business Support Advisor: Community Stroke Team Grade 3
Reports to (job title):	Team Lead
Line Manager to:	

Job purpose

To work as part of the Business Support Team to provide an efficient and effective administration service and to input data to record management systems. To provide a professional and friendly reception service as required to patients/customers and colleagues. Ensure that any administration is completed accurately and in a timely manner in accordance with policies and procedures.

The post holder will work across a number of different locations providing reciprocal cover arrangements. This role is mainly administrative, but does include a clinical component, visiting patients in their own homes and assisting therapists with patient interventions.

To share with the Therapists the overall therapeutic aim: to enable or restore patients to the highest level of physical, mental and social independence as possible and support carers in their role. They will assist in clinical duties, to include the implementation of treatment programmes for patients

Base

Swindon (Great Western Hospital)

This post is responsible for

Key responsibilities

- Responsible for the daily business support of the Therapists within the Community Stroke Team working independently and managing own workload.
- Work with the line manager to continuously improve and develop the function including implementing policies or procedures for own work area.
- Monitor referrals into the Community Stroke Team to ensure targets between referral and assessment are met. Identify incorrect referrals e.g out of area patients, discuss with clinical team and redirect patient to appropriate service as required.

Job Description

- Manage clinical reports ensuring the outcomes of these are accessible on Medway and to referring clinicians.
- Manage local induction of new staff members.
- Liaise with patients, transport services and referring clinicians to ensure all patients referred for assessment are seen promptly.
- Identify patients who do not attend for appointments and liaise with patients and referrers to rearrange appointment.
- Exchange information with Stroke patients on the team procedures, this will include anxious patients, cultural, language difficulties and patients with [Communication Impairments](#).
- Accurately input patient information on to electronic medical record systems.
- Provide project support to operational manager in line with process and procedure.
- Accountable for ensuring resolution and follow up of issues pertinent to the service ensuring that facilities are safe and fit for purpose.
- Maintain and ensure compliance with Health and Safety standards, policy and procedure.
- Provide support to patient, client, customer and visitor reception areas acting as the first point of enquiry and sign posting individuals to relevant information/services. Ensure that all visitors are aware of expected behaviours whilst on Great Western Hospitals NHS Foundation Trust premises. Maintain up to date notice boards and information displays and reference materials where applicable.
- Respond to telephone, email and written queries on behalf of the service area, including call handling where appropriate. This may include dealing with queries where there may be barriers to understanding.
- Arrange meetings, events and conferences on behalf of the service where necessary making bookings and ensuring all necessary equipment is available.
- In liaison with staff and operational managers ensure that business support processes and systems continue to develop to meet the changing needs and priorities of Great Western Hospitals NHS Foundation Trust.

Job Description

- Maintain accurate timely electronic and hard copy business systems and records eg training records, annual leave. Support operational staff to access management information, electronic and hard copy, producing reports when required.
- Data input and collation to enable relevant manager to monitor budgets and performance in relation to business support function.
- Data input and preparation of information for service area users.
- Be compliant with the Data Protection and record management policy and procedures with particular reference to confidentiality and safeguarding issues.
- Be proactive and contribute ideas for improvement in the way the service is delivered.
- Give advice and guidance to managers around the format and presentation of complex information and documents.
- Ensure that all office support services eg post, fax, filing, photo copying, are delivered in a timely manner. Maximise the use of Outlook and Microsoft Office to enable effective management of the service area.
- Process and pass for payment all relevant invoices in a timely manner in accordance with business process.
- Monitor stock and order supplies and equipment as required within the business area.
- The post holder will be working with service users who may on occasion exhibit difficult and challenging behaviors. The post holder needs to be aware of customer needs and expectations within the work environment. They will also be working with highly confidential information, which has to be maintained in a sensitive and completely confidential manner.
- The post holder will need to be flexible to accommodate any other duties and responsibilities within the grading of the post.

- The post holder may also be required to liaise with the supervisor and operational manager to ensure that a robust rota is in place.
- To assist the therapists where appropriate with assessment and treatment of patients and, where appropriate, with patients' continued management including supervising therapy interventions e.g. exercise routines, practicing self-care skills, meal preparation skills and domestic skills.

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 Maths and English at grade C or above
- NVQ 3 or equivalent in relevant subject or equivalent experience and knowledge
- Experience of working in a busy administrative role within a customer focused environment.
- Experience of working in and supporting a multidisciplinary team .
- Ability and/or experience in co-ordinating meetings/events/conferences.
- Demonstrates a flexible and adaptable approach to workload management
- Good command of English both written & verbal
- Ability to act on own initiative and deal with non-routine queries
- Excellent customer service skills
- Ability to demonstrate a good working knowledge of IT including Word, Excel and email.
- Demonstrate an understanding of data protection and confidentiality.
- Be able to prioritise own workload and remain calm under pressure.
- Confident but with an acknowledgement of own limitations and ability to identify when to escalate problems/situations.
- Ability to communicate to a high standard both verbally and in writing with colleagues, service users and external agencies.
- Be able to build and sustain relationships within a multi-disciplinary team both with colleagues and service users.
- Proactively look for and process service improvements.

Desirable

- NVQ in Business Administration/Customer Care
- Experience of and/or ability to work in a team or independently.
- Experience of working in a health or social care environment
- Demonstrate an understanding of Health & Safety in the workplace.
- Demonstrate an understanding of a health and social care setting
- Ability to deal with potential difficult and challenging behaviours in a sensitive and confident manner.
- Previous experience working with an electronic medical records systems.
- Demonstrate a knowledge of medical terminology.

Job Description

Employee signature

Manager signature
