

Job Title:	Community Nursing Administrator
Reports to (job title):	Lead Administrator
Line Manager to:	Clinical Lead

Job purpose

To work as part of a busy team, providing comprehensive administrative support to the Community Nursing Service also working alongside the Integrated Care Team. Answering phone calls from patients and health professionals, booking new or follow up appointments. Uploading referrals, photos, clinical documents to EMIS which are received via email.

The post holder will need to demonstrate flexibility in their role and confidence to use their own initiative when dealing with enquiries from patients with support from the senior community nurse. The role involves prioritising work according to need and ensuring that the office environment is efficiently maintained, while being able to be polite and respectful to all patients and their representatives.

Base

Single Point of Access (SPA), Floor 2, Theta, Lyon Way, Camberley, Surrey, GU16 7ER

Shift and working hours

The post holder will be required to work alongside the Senior Community Nurse based in the Single Point of Access based at Theta.

Hours of work - 22.5 hours per week, 7.5 hours per day of work. Working shifts between the hours of 8am - 8pm Monday to Friday. Early shift 8-4 and late shift 12-8.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

- To provide comprehensive, confidential and effective administration to the community nurses working alongside the Integrated Care Team.
- First point of contact for dealing with telephone calls from patients and health professionals in a courteous and timely manner. Relaying all messages in detail, both written and verbal messages then escalating to nursing staff as required.
- Monitoring the SPA email inbox, manage the community nursing referrals, categorising emails, uploading on to the IT System (EMIS), this can include graphic wound photos. Booking appointments for patients.

- Telephone calls with patients, carers, and health professionals maintaining positive working relationship, often dealing with complex and difficult phone calls. Displaying a courteous, empathetic and effective communication skill, aware that information may be sensitive. Monitor telephone reporting tool to ensure telephone lines are active and closed at the end of the day.
- Administrative duties include, booking meeting rooms, tracking unplanned visits, updating daily sheet and completing friends and family.
- Continence assessment – Discuss with patient or carer, if meets criteria completes an order form and email to Tena.
- Disseminates service information to staff across the relevant team / designated area as requested using various means of communication: telephone or e-mail.
- Run reports on EMIS and disseminate as require, changing the format etc so easily understandable by clinical teams.
- Support clinical staff with archiving, scan to upload to EMIS and filing in line with Information Governance requirements.
- Responsible for general stock ordering including clinical record paperwork, leaflets, stationery, and nursing supplies and checks all delivery notes against orders.
- Troubleshoot any day-to-day problems within the community nursing team including Integrated Care Services. Set up, IT equipment e.g iPad/iPhone. Including being Superusers of EMIS of the clinical systems.
- Undertake own annual appraisal, 1:1's with line manager and attend all mandatory training as required for the role, this includes Fire warden and Appointed first Aid within the Integrated Care Services, Single Point of Access.
- To respect confidentiality for any work undertaken and have the ability to use own initiative and work with minimum supervision to deadlines whilst maintaining a flexible approach.
- Always adhere to patient confidentiality and Information Governance requirements
- Reports all complaints, hazards, near miss incidents, incidents and accidents and escalates to line manager / clinical lead in a timely manner.
- To work in accordance with the Trust's Equal Opportunities policy to eliminate unlawful discrimination in relation to employment and service delivery.

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 always observe strict fire and security precautions.

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

Qualifications and Training

- Good standard of general education with 'O' level, GSCE (or equivalent) in English
- IT / computers / typing

Experience

- Previous experience using computer packages, databases, word, excel, microsoft access, power point
- Experience of working in an office environment and diary management, filing, emails etc.
- Relevant experience in working with people
- Able to manage occasional exposure to distressed members of the general public / customers
- Experience of setting up and operating administrative and organisational procedures required for efficient office operating processes
- Experience of planning, organising and preparing agendas and minutes of meetings
- Experience of ordering stock within budget and resource requirements

Desirable

- Formal typing / IT training evidenced by certificates
- Previous experience of working in health or social care

Knowledge

Employee signature

Manager signature

- Working knowledge of data protection and patient and staff confidentiality requirements.

Skills

- Effective written and verbal communication skills
- Able to plan and organise own work to meet deadlines and respond to changing priorities
- Effective written and verbal communication skills in personal, written and telephone contacts
- Able use communication and problem solving skills to resolve telephone and other queries from staff, patients, the public and customers / GP's.

Other requirements

- Enthusiastic and motivated
- Flexible and able to respond to changing priorities
- Experience of working with databases.
- Experience of working with Microsoft Office applications.
- Displays a caring attitude and manner towards patients and staff at all times
- Able to use telephone headsets, computers and display screens