

Job Title:	Single Point of Contact Administrator
Reports to (job title):	Administration Manager
Line Manager to:	n/a

Job purpose

To work as part of an administrative team providing a high quality and responsive single point of contact, booking appointments for the Surrey Child and Family Health service offering.

The post holder is responsible for triaging telephone calls to ensure efficient day to day operation of processing appointments and referrals across the services.

Base

The Single Point of Access function supports our Surrey-wide service, and you will be based at one of our Office Hubs across Surrey with the opportunity for hybrid working.

HCRG Care Group is a flexible-first employer, whilst you will have an office base, our teams are agile and work in flexible/hybrid arrangements.

Key responsibilities

- First point of contact for the center ensuring all calls are dealt with as appropriate, signposting where necessary.
- Logging all information onto EMIS, including appointments, referrals, post, telephone information, contact details, maintaining a high level of accuracy and tact.
- To respond to and deal with a variety of often complex booking requests in a timely manner, whether by telephone or in person. May involve coordinating with other services and outside agencies.
- Liaise closely with parents and guardians of patients for correspondence, appointments, information and with those who Do Not Attend (DNA).
- Provide comprehensive administrative support to all services, liaising with clinicians and administrative colleagues where appropriate.
- Assisting with referrals for all services, including Community Paediatrics, Occupational Therapy and Physiotherapy, amongst others.
- Booking appointments for all services and, where applicable, being mindful of the 18-week Referral to Treatment (RTT) pathway.

- Liaising with parents and outside agencies to obtain information.
- To answer telephones and communicate with all clients in a polite yet efficient manner.
- Provide full training where needed to newer members of staff relating to the processes of SPOC such as referrals, appointments, system processes and all other aspects of the role.
- Liaise with multiple clinicians coordinating any multidisciplinary meetings and appointments such as the Communication Disorder Assessment Clinic (CDAC).
- Assisting with managing doctors' rotas for annual leave, meetings etc.
- To respond to all telephone calls internally and externally, from a variety of services in an efficient manner.
- Liaise where needed with various clinicians and other staff.
- Liaise closely with the Team Coordinator, Administration Lead and colleagues junior and senior.
- To undertake such other duties as may be required from time to time and are consistent with the responsibilities of the role.

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

- GCSE English and Maths, Grade C and above, or equivalent qualification.
- Experience within an administrative role or experience of working in a customer service environment.
- Excellent communication and interpersonal skills, both verbally and written, to all levels both internally and externally.
- Effectively prioritises and coordinates own work alongside work of others.
- Ability to use Microsoft Office packages with confident telephone manner and keyboard skill.
- Work flexibly as part of a proactive team.
- Excellent time management skills.
- Ability to use initiative without close supervision.

- Good organisational and planning skills.
- Self-motivated.
- Ability to remain calm in a busy environment, whilst providing great customer care.

Desirable

- NVQ 3 or equivalent experience.
- Experience of working within Children's Services or in an NHS environment.
- Experience of using EMIS/SystemOne.
- Understanding of safeguarding principles.
- Experience of dealing with sensitive issues.
- Experience of creating and using databases.

Employee signature

Manager signature

Other requirements:

The post holder must be a car driver with a valid driving licence.