

Job Title:	Office Facilitator for Falls Clinic
Reports to (job title):	Clinical Manager
Line Manager to:	Service Lead

Job purpose

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HCRG Care Group are pleased to offer a unique Office Facilitator role within specialist services of the Falls Clinic which is based at St Martins Hospital Bath.

The Clara Cross Centre provides an outpatient Falls & Movement Disorder service that is primarily based in the centre, but also has satellite clinics and Therapy sessions within the community and is a CQC registered service. Both teams have Consultants, Physiotherapists, Occupational Therapists, Nurses, support workers & administrators. The Movement Disorder team also have a Psychologist, SALT and specialist Movement Disorder nurses.

The Clara Cross Centre has good links across all of Banes, provides support and expertise for other colleagues and is a very forward thinking services making improvements to continue to provide highly skilled, patient centred services. The Clara Cross Centre, shares environmental space with Children & adult Audiology and hearing therapy and is currently open Monday to Friday.

Key responsibilities

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

Deal with administration with the falls clinic as and when it comes in. This will include;

- Manage incoming & outgoing service user data to enable a smooth clinic.
- Triaging service user enquiries, and forwarding to the most appropriate clinician/professional
- Waiting list management
- Organise and change appointments as required.
- Use own initiative to deal with enquiries on a wide range of matters relating to the service.
- Work to a high standard of accuracy, be aware of implications of errors and be able to identify and resolve any incorrect clinical bookings. You are required to develop knowledge of clinical issues.
- To have the ability to, prioritise and re-prioritise workload to ensure agreed timescales and standards are achieved.

- Use a range of standard databases, record and process data.
- Record accurate information in service user records

Outline of Provisional Job Schedule:

15.5 hours per week spread over three days. You will be expected to work within the clinic setting. When necessary you may be asked to cover the role of our medical secretary when they are on leave.

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.

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 including maths and English / functional literacy and numeracy levels 1 / NVQ2/VQ level 2
- Working knowledge of office IT skills and word processing and use of e-mail systems.
- Good interpersonal and communication skills.
- Experience of working as part of a team.
- Good organisational and time management skills – able to prioritise workload etc
- Aware of confidentiality and its implications.
- Able to work independently

Desirable

- Audio Transcription Stage 2
- CLAIT/ECDL/NVQ Level 2 or working towards qualification.
- Previous experience of working in Health and Social Care
- Previous experience in a customer facing role
- Previous experience of supporting others in a busy office environment
- System 1 knowledge and experience

Employee signature

Manager signature
