

Job Title:	ADHD Administrator
Reports to (job title):	Service Lead
Line Manager to:	N/A

Job purpose

To provide administrative support within our ADHD Service that forms part of our wider Learning Disabilities Service across BaNES, Swindon and Wiltshire.

Base location: The role is based at High Post in Salisbury with some remote working available upon completion of probationary period.

Key responsibilities

The following is intended to summarise the key responsibilities of the role, but other tasks may be required.

- Appointment Coordination
- Book, reschedule, and manage patient appointments across multiple systems (e.g., SystemOne, Rio, IAPTUS).
- Liaise with patients and families to ensure appointments are accessible and clearly communicated.
- Shared Care Agreements (SCAs)
- Manage and track the SCA process between clinicians and GPs to ensure timely and accurate completion.
- Maintain accurate records of agreements and follow up as necessary.
- Diary Management
- Coordinate and manage clinical staff diaries, ensuring appropriate scheduling of assessments, follow-ups, and MDT meetings.
- Administrative Support
- Draft and send GP letters, prescriptions (under clinician guidance), and other clinical correspondence.

- Accurately input and update patient data on relevant clinical systems.
- Prepare agendas and take minutes for meetings, distributing them in a timely manner.
- Patient Support and Communication
- Respond to patient queries via phone, email, and post with professionalism and empathy.
- Log, manage, and escalate patient complaints in line with organisational policies.
- General Administration
- Maintain accurate records, manage service inboxes, and support the team with general administrative duties.
- Contribute to improving administrative processes and supporting service efficiency.

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
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• 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 1998 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 with 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 Skills & Experience:

- Previous experience in a medical or clinical administrative role, ideally in a mental health or ADHD setting.
- Proficiency in using clinical systems such as SystemOne, Rio, IAPTUS, or similar.
- Excellent written and verbal communication skills.
- Experience in writing formal letters (e.g., to GPs) and managing prescription documentation.
- Ability to manage and prioritise workloads effectively in a fast-paced environment.
- Experience handling sensitive information with confidentiality and professionalism.
- Strong interpersonal skills with the ability to manage patient queries and complaints calmly and effectively.
- Proven ability to work both independently and as part of a multidisciplinary team.
- Minute taking and documentation skills.

Desirable

- Knowledge of ADHD services or experience working in a neurodevelopmental or mental health setting.
- Familiarity with shared care agreements or medication processes.

Other requirements:

- To participate in all aspects of training to meet the competency framework supporting the role.

Employee signature & Date

Manager signature & Date
