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| Job Title:  | Administrator (Band 3) |
| Reports to (job title):  | Senior Administrator & Admin Manager |
| Base: | Melksham Community Hospital |
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## Job purpose

## To provide administrative support to the Wheelchair Service. This role is to provide maternity cover.

## Key responsibilities

1. To maintain a waiting list of patients referred to the Wheelchair Service
2. Manage diaries, emails and post as required
3. To work independently, prioritising and managing own workload quickly and accurately, responding to the needs of the service
4. Receive and process referrals
5. To contact patients to arrange and remind them of their appointments and book transport
6. To deal with patients’ therapy records and prepare patient files for appointments in accordance with clinical records management policies
7. To act as first point of contact to visitors and patients in the Wheelchair service department
8. To act as first point of contact for incoming telephone enquiries, referring onto other departments and agencies as appropriate, and giving appropriate information
9. To report broken equipment and contact appropriate services for the maintenance of equipment
10. Check invoices, record centrally information and prepare for Head of Service to authorise
11. To deal with enquiries regarding the Wheelchair therapy team from other NHS healthcare professionals both within Wiltshire Health and Care and regionally
12. To cover in times of absence, for other team administrators
13. All staff will support their managers to make efficient and effective use of resources. All staff are responsible for identifying any actual or potential deviation from budgets and are to work with the budget holder or manager to find effective ways of handling it
14. All staff must ensure they use resources in a manner consistent with organisational objectives and policies, ensuring that resources are realistic, justified and of clear benefit to the organisation
15. To participate in appraisal as required
16. To perform other duties within HCRG Care Group other than those stated above. Duties may vary from time to time without necessarily changing the general character of the duties or level of responsibility entailed

**Budget Responsibilities**

Not applicable – this is not a budget-holder post.

**Responsibilities for People or Training**

Not applicable – this is not a post with responsibilities for staff or training.

**Other Factors**

Frequent sitting and inputting at keyboard.

Lifting, sorting, filing, general handling of case records, storing stationery ordered.

Frequent requirement for prolonged concentration is required to input data onto data bases for reports on activity.

Meeting frequent deadlines for information/reports is required.

Uses VDU equipment most of the day.

## 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.

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| **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 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](https://protect.checkpoint.com/v2/___https%3A//www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86YjlhY2QxZmY5ZTJjNWVmZjViNTQ5NTQ4NGE2NGUzOWE6Njo4MDE3OmRiOTkxMjJlNTY4YzExNzgxMWQyMjRhNzhjYmNmOTU4ZTAyNTQwZjBkNWRkNzVmOTNlNzEwZTBhN2RkMzcwNzk6cDpUOk4) , [NHS Constitution](https://protect.checkpoint.com/v2/___http%3A//www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86YjlhY2QxZmY5ZTJjNWVmZjViNTQ5NTQ4NGE2NGUzOWE6NjpkOGMxOmU4ODJiZDM5MjY3NmUxYWE5MDVmMzIxMTQyYjkzNmY2YzBmOThiNjUxOTA2NzUwNjYyZjkyYzEyMTcwMTc3MzY6cDpUOk4) and [HSCIC Code of Practice on Confidential Information](https://protect.checkpoint.com/v2/___https%3A//digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information___.bXQtcHJvZC1jcC1ldXcyLTE6aGNyZ2NhcmVncm91cDpjOm86YjlhY2QxZmY5ZTJjNWVmZjViNTQ5NTQ4NGE2NGUzOWE6NjozZGI2OmY1YTMzN2Q5NmY5MDhjMWM4OThlOGMzMmI2ZTVmMmQ0ZmM4ZjUzZTI2N2UzNTExMWNiOWE0YjcwMjMyYmYwYzE6cDpUOk4) 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.

## 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

* Highly motivated and committed individual, with a solution focused approach.
* Comfortable with ambiguity and supporting others through this.
* Experience of using strong leadership skills to support service development and transformation.
* Able to evidence ability to plan and complete workplan in challenging situations.
* Proven ability to work with colleagues from across the multidisciplinary and multi-agency team.
* Aware of recent national and professional guidance and evidence related to field of practice.
* Experience of working in the community and across teams and services
* Able to confidently assess and prioritise using guidelines and protocols, and support colleagues in this.
* Confident in professionally challenging colleagues
* Able to evidence recent CPD to validate professional practice.
* Able to demonstrate a wide range of adaptable communication skills.
* Ability to develop sustainable professional relationships both internally and externally.
* Car driver and able to access a vehicle for work purposes.

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| Employee signature |
| Manager signature |