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| Job Title:  | SPOC Functional Lead |
| Reports to (job title):  | Administration Manager |
| Line Manager to:  | N/A |
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## Job purpose

To lead the function of our SPOC (single point of contract) within ECFWS. To ensure all workstreams are

consistently applied thought-out Essex. You will be able to draw on your considerable previous personal

experience of working within this remit you will be responsible for any change management within the

service.

## 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: -

* Deliver effective coordination and administration support to achieve the delivery of the integrated SPOC.
* Escalate any issues to the Administration Manager
* Provide effective support to other Administration Functions as required
* Manage a team of Multiskilled administration colleagues across ECFWS to ensure they provide excellent support to our clients while meeting service needs.
* To ensure accurate up to date electronic records to include but not limited to asset records, procurement logs, training spreadsheets to Mapping electoral wards, boundaries, caseloads for postcode finder
* Use organisational skills to prioritise workload and document progress for yourself and your team.
* Develop highly collaborative relationships with a wide range of key stakeholders to deliver your role and the agreed objectives of your roles
* To promote quality improvement across all areas of your work.
* Maintain paperwork and documentation to the highest standard.
* Managing Capacity and demand of Team, Managing Teams Performance, prioristing workload across ECFWS, Creating & Review staff rota ensuring cover across ECFWS
* General S1 Maintenance; Ensuring quality of confidential records in line with policies
* View Report and performance on the phone system, amend any messages when required.
* Review Password Lock out tasks, Mark in Error Tasks and Review Status Caldicot guardian task.
* Review Open tasks on the system. Investigate and reassign tasks sent in correctly. Managing workflow of tasks.
* Ensure work produced within this function is consistent throughout all quadrants in Essex Child and Family Wellbeing service
* Where change within this function is required; the post holder will be responsible for the implementation of said change.
* To undertake additional duties, proportionate with the grade as directed by your line manager.
* To assist with meeting preparation, room bookings, verifying attendance, providing hospitality, setting up presentations and producing minutes for quadrant meetings and Subgroup related meetings.
* To achieve service outcomes and objectives, and personal appraisal targets, as agreed with your line manager.

The SPOC Functional Lead will provide a support service by:

* Complete all line management duties in line with policy’s i.e. 1-1, appraisals and RTW including documentation, induction and performance plans
* I-Trent Management -Annual leave, Sickness Expenses, working patterns, contact details General catch up Team Meetings Agenda's Itrent Update Annual Leave approve expenses
* Record Keeping, including documentation for SEND
* Establish and maintain positive relationships with colleagues.
* Ensure Safety, daily logs are completed IPC reports for site, Vitamin returns, Health and safety of site depending on quads based on 4 main hubs
* SARS, Complaints, including updating CIRIS
* Oversea the email boxes anomalies
* Changes in letters new processes
* Issues and new process, rejected referral, Missing lists
* Advising QM relating to Capacity and availability to support wider workforce
* Support with implementation of developments I.E SMS, I MAIL etc
* Work closely with the team to formulate robust project plans and management strategies are in place.
* SystmOne Maintenance as is, Privacy officer tasks, System one reporting for team leads as requested e.g. clinic usage, Letter Maintenance
* Responsible for submitting key documents and reports in a timely manner. · Any other duties appropriate to 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.

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| **Care** | **Think** | **Do** |
| * Inspire
* Understand
* Communicate
 | * Challenge
* Improve
* Learn
 | * Accountability
* Involve
* Resilience
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## 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://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://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) 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

* Experience of working in a Programme/Project Management Environment
* Degree Level with additional experience to post graduate level or equivalent level of experience
* Able to visit multiple sites and other organisations / attend conferences &meetings
* Able to work flexibly and outside normal working hours if required
* Understanding of NHS key targets and strategies
* Flexible
* Reliable
* Committed and able to work at pace
* Supportive team member

Desirable

* Experience of working in an NHS environment

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

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| Employee signature |
| Manager signature |