

Job Title:	Early Help Administrator
Reports to (job title):	Early Help and SEND Lead
Line Manager to:	N/A

Job purpose

To provide an excellent customer experience for service users and professionals contacting the Early Help Team. Provide support and guidance to all clinical colleagues, partner organisations, service users, carers, and relatives on the Early Help Assessment (EHA), Team Around the Family (TAF) process and Lead Professional (LP) role, aiming to improve outcomes for children, young people and their families.

Supporting clinical teams by processing EHA assessments and referrals and the booking and scheduling of TAF meetings for families based on rules and protocols and signposting other activity to the relevant services within required timescales.

Base

Locality Hubs / Remote/Home Working

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: -

1. To provide administration support for the EHA, TAF and SEND process to clinical colleagues, partner organisations, service users, carers and relatives.
2. Qualified to NVQ Level 3 Business administration or relevant experience in secretarial or administration procedures and systems.
3. To act as an initial point of contact within the EHA team dealing with requests via telephone , Microsoft Teams and e-mails some of which are complex, or contain sensitive information.
4. To prioritise the level of need of contacts and highlight any urgent referrals to the suitable available health professional.
5. To manage an email inbox and be accountable for triaging emails and prioritising requests for support received from clinical colleagues, partner organisations, service users and carers.
6. To prepare referral documentation and input in appropriate client or service user databases. Contact referrers where necessary to ensure appropriate information is obtained to enable high quality referrals.
7. To record all EHA and TAF documentation accurately for service users and carers on various client information systems, including EMIS and to follow the agreed procedure.

8. Collating and sending information, letters and invitations for meetings to service users in respect of EHA assessments and TAF meetings scheduled.
9. To book and schedule TAF meetings via a variety of platforms in a secure and timely way.
10. To maintain and develop statistics, spreadsheets, data sets and systems for the purposes of reporting on audits and Quality and Performance as requested.
11. To maintain both a shared electronic diary and an individual electronic diary; recording availability/ commitments to meetings by professionals and service users and their families.
12. Identify appropriate contact details and referral pathways for services and providing these to clinical colleagues.
13. Awareness of partner agencies and the commissioning of services across Lancashire and information sharing agreements to ensure information is shared timely and securely.
14. Cleansing of data to ensure accurate KPI reporting.
15. Production of documents in Word and Excel.
16. Completing the relevant incident forms when required (CIRIS).
17. Ensuring all service user data is input to the client database accurately and available on the system for health professionals. Follow appropriate record keeping as per policy.
18. To be aware of all Standard Operating Procedures for your business unit and follow appropriate pathways.

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 • Challenge •
- Understand • Improve •
- Communicate • Learn •

Accountability
Involve
Resilience

care·think·do

WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

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 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

Desirable

Employee signature

Manager signature
