

Job Title:	Sexual Health Administrator / Coordinator
Reports to (job title):	Business Support Manager
Line Manager to:	N/A

Job purpose

The role of the Sexual Health Administrator will be responsible for supporting the core function of sexual and reproductive health data collation; in addition to supporting the outreach, chlamydia, and primary care LARC team with collating monthly, quarterly, and annual data returns; attending non-clinical events and outreach interventions, and supporting with ad-hoc marketing, collating, and creating service specific materials to support internal teams.

The outreach, chlamydia, and primary care LARC team is a small dynamic and friendly team that relies on excellent teamwork and working relationships to deliver our Key Performance Indicators. All roles within the team work together and play an important part in meeting our targets.

The role will be responsible for providing administrative and clerical support, working as part of a team to deliver the highest standards for patients and staff. Main duties will include typing and computer input, logging and giving results, responding to telephone enquiries, use of office equipment such as photocopiers and printers, maintenance of electronic patient records, ordering and management of stock, including online packs, community testing and support of the condom scheme.

You will have exceptional communication and customer service skills, responding to telephone and email enquiries from patients and providers.

Your ability to organise and prioritise your workload in a logical and methodical way will be key. You will need to be calm and approachable, have an excellent telephone manner, and be able to concentrate despite frequent interruptions. It is vital you can work well alone as well as part of a team. Experience of working in a busy dynamic office environment is desirable.

Base

The post holder will be based at the Fountains Building in Chester; however, some remote working and travel may be required.

Main Duties and 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: -

Communication

- Answer enquiries both in person and on the telephone, including from people who may have varying levels of ability to understand or whose first language is not English.

- Provide and receive complicated and sensitive information, and give explanations and instructions clearly and concisely including where barriers to communication may exist e.g. challenging behaviour, learning disability or those whose first language is not English
- Use empathy, tact and diplomacy in dealing with patients who may be upset, hostile or antagonistic.
- Answer internal and external telephone enquiries from other members of staff, other departments, patients/relatives, GPs and other hospitals in an efficient and timely manner.
- Manage department shared email address, responding to enquiries, forwarding requests to relevant professionals.

Service Delivery and Improvement

- To provide support to the Business Support Manager with national data submissions such as GUMCAD, SHRAD and requested audits.
- To provide support with the compiling of monthly, quarterly and annual service key performance indicator submissions.
- To ensure the accuracy and security of data at all times by liaising with medical / clerical staff, in order to investigate and capture missing data items within the required timescales.
- To understand and manage the services EPR system (electronic patient records system IDOX Lillie) as a system administrator.
- Contribute to surveys and assist with audit procedures as and when required.
- Collation and distribution of Chlamydia & Gonorrhoea screening kits for community testing through GPs, Pharmacies and youth settings. Ensuring kits are received by community providers in a timely manner and maintaining excellent working relationships with key professionals.
- Collation of online test kits and maintenance of an appropriate level of stock, processing online test requests, ensuring packs are sent out within expected time frame as per guidelines.
- Processing returned test kits and results in-line with Standard Operating Procedures
- Manage post for the CSP service including deliveries of stock and outgoing post
- Operate office equipment including photocopying & printing.
- Prepare invoices, debtors requests and credit notes for authorisation and payment, order resources through agreed systems, ensure stock arrives in a timely manner and is correct. Resolve any issues with suppliers. Store and maintain stock correctly.

People Management and Development

- To be proactive in own personal development and maintain own personal development portfolio.
- To reflect on and evaluate how well knowledge and skills are being applied in order to meet

current and emerging work demands.

- Train and support new and Ban/agency staff in systems and processes.
- To make effective use of learning opportunities within and outside the workplace feeding back to the CSP and Home-sampling Team.

Patient Care Delivery

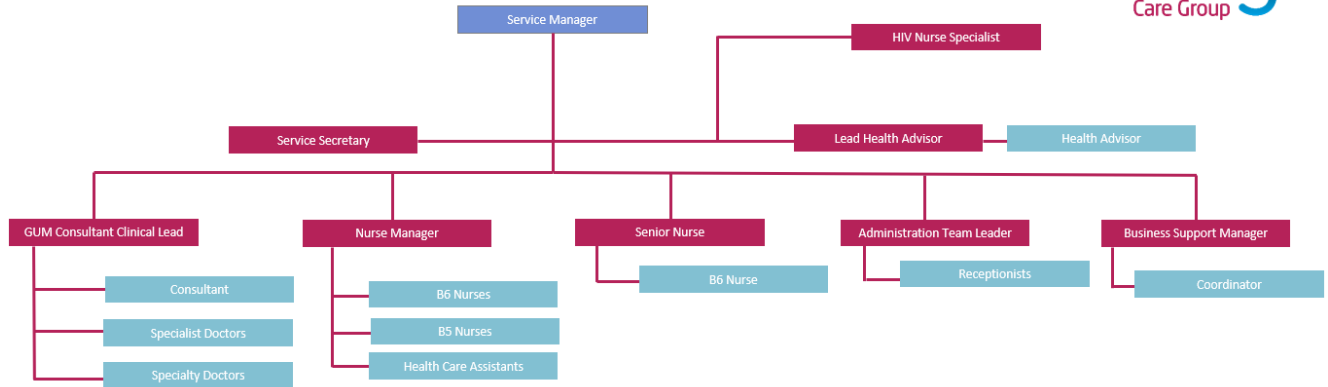
- Processing and communication of Pathology results to patients, using appropriate computer-based systems to enter patient or staff information, schedule appointments and maintain databases.
- Maintain patient records, both electronically and by filing of paper records as required.
- Follow office procedures and practices in allocated tasks, which may include using medical records systems, appointment scheduling and the use of medical terminology.
- May be on occasion required to attend screening events to support the outreach team in offering opportunistic screening to young people and educational sessions to professionals

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the annual appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service, alongside ongoing personal development
- Maintain health and safety in the department for self and others and report all incidents and accidents to line manager as soon as possible, in accordance with departmental and trust policy.

Organisational Chart

Team Organisational Chart



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

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- 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

- Thorough working knowledge of Microsoft Office packages i.e. Outlook, Word, Excel.
- Excellent understanding of general office working procedures.
- Proven record of planning and organisational administration skills.
- Excellent level of verbal and written communication

Desirable

- NVQ Business Administration Level 3 or equivalent
- Data and Reporting

Employee signature

Manager signature
