

Job Title:	Administrator – Office Support
Reports to (job title):	Administrator Team Leader
Line Manager to:	N/A

## Job purpose

To assist and provide office, administrative, and non-clinical administration support in the provision of an effective administrative service to support clinical and non-clinical teams. Working in conjunction with colleagues, service users and stakeholders to provide an efficient administration support service, ensuring this is patient focused and patients receive a compassionate and professional service.

The Administrator will perform a variety of tasks in support of the patient journey from consultation through to discharge.

To be proficient in the use of computerised systems for booking, results management administration, tracking, collating, and processing all types of patient information.

To work in conjunction with the clinical and managerial teams to ensure any clinical and non-clinical administration is followed up and actioned as directed.

To undertake administrative duties to ensure a comprehensive and efficient administrative support service.

## Base

The Administrator will provide administrative support at the Integrated Contraception and Sexual Health Service Hub, and there will be some travel to other locations.

## This post is responsible for

- Provide an efficient and effective administrative service as required by Integrated Contraception and Sexual Health Service.
- To maintain effective systems for the filing, retrieval and archiving of documents and correspondence.
- To maintain records systems within the Integrated Contraception and Sexual Health Service, including the maintenance, filing and archiving of patient notes.
- To maintain patient electronic record system including inputting patient contacts.
- To maintain and manage appropriate database(s), including generating reports and/or information when required.

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- To order stationary via our procurement system.
- To order as directed clinical supplies via our procurement system.
- To type and send out letters on behalf of Integrated Contraception and Sexual Health team members (ie. Patient letters, Reminders, Results, Follow-up etc) as directed.
- Communicate and liaise with staff, patients and external agencies.
- To action results management administration tasks such as; insufficients, negative, and repeats.
- To liaise with suppliers to follow up on missing information, to clarify information, or to seeks advice.
- Actioning paper results, uploading and actioning where directed.
- To support the admin / reception team with results management adinistration tasks; including training support of new or excisting staff members.
- Where directed to support with office administration tasks as required by the service.
- Undertake photocopying, email, administrative requests as required.
- To work in line with our organisational values and behaviours, in addition to maintaining our local and regional guidelines.
- Maintain the work area in a clean, tidy manner at all times ensuring the security requirements of the office area are met.
- Maintain a safe environment for patients, staff and visitors.
- To complete purchasing requests via our procurement system.
- Contribute and attend service, team and 1-2-1 meetings as and when required.
- To complete all statutory mandatory training and any other training requirements that occur for support the role of an administration assistant.
- To undertake any other duties as requested by the Management Team
- Maintain confidentiality at all times adhering to Caldicott Guidelines and Data Protection Act.

***This list of duties is not intended to be exhaustive but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service.***

## Outline of Provisional Job Schedule:

The service is open Monday-Saturday and are closed on bank holidays. The service operates a 9-5pm service with a late night across each hub.

## 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
<ul style="list-style-type: none"><li>• Inspire</li><li>• Understand</li><li>• Communicate</li></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li><li>• Learn</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li><li>• Resilience</li></ul>

## 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.

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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,

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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.

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## Personal Specification

### Essential

- Able to organise and prioritise own workload
- Able to communicate effectively and in appropriate manner with individual and groups at all levels
- Work as part of a multi-disciplinary team
- IT skills and experience in using office software such as Word, Excel and Powerpoint
- Good interpersonal skills, both verbal and written.
- Work using own initiative
- Able to plan own workload
- Forward thinking with logical and positive attitude
- Flexible
- Open and honest
- Flexibility in work practice in order to cover work from other sites if required
- Ability to travel to other sites

### Desirable

- Previous healthcare experience
- Car Driver / Owner
- Experience of using Idox Lilie

Employee signature

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Manager signature

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