

Job Description

Job Title:	Referral Unit Advisor
Responsible to:	Referral Unit Manager
Locality/Directorate	Adults
Hours:	37.5 Hours per week
Last updated:	Apr 2024
Base:	Home Working – must reside in Kent (monthly meetings held in local offices)
AFC Banding:	Band 3

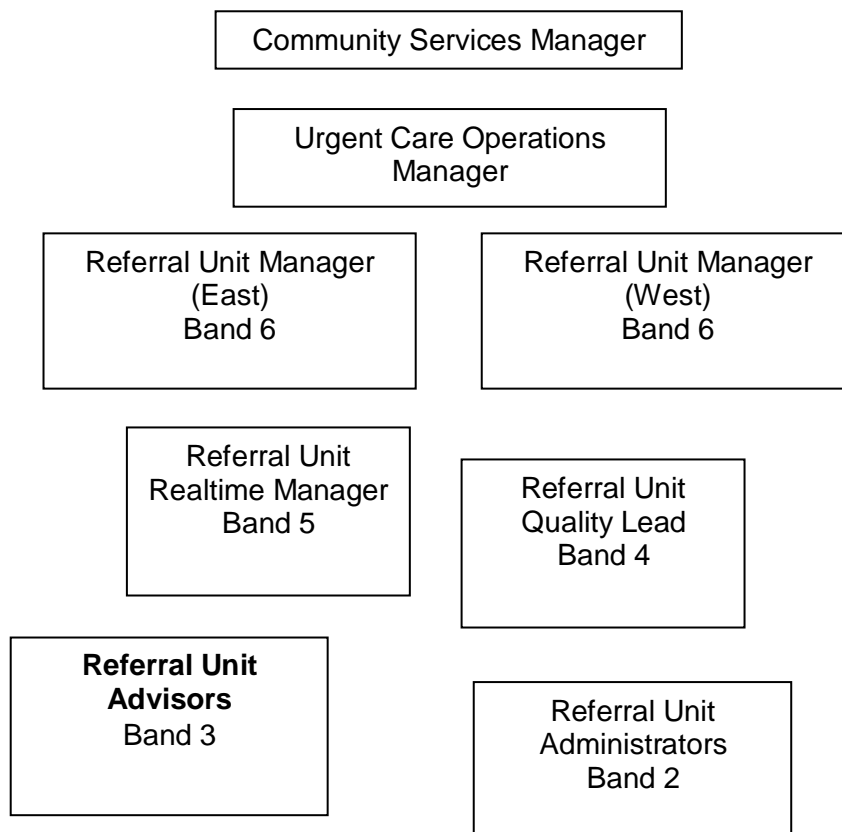
Description of service

The Referral Unit Advisor will work in the Referral Unit within the east Kent locality taking calls and emails from Acute Trusts, GPs and patients in the community. The role will be to process the referral and refer to the relevant team in a timely manner focusing on the patient experience. Along with taking calls and processing emails, you may be asked to cover additional administrative duties.

Patient engagement and quality of administration are paramount in this role. There is also a focus on productivity to ensure the needs of our patients are met. If you really want to make a difference to our patients in the community then please apply.

You will be required to work 5 x 7.5 hours a day, 14:00-22:00, Monday – Friday (including all bank holidays).

Organisational Chart



Job Summary

Band 3 administrators are responsible for ensuring that a specific project, system or process is experienced by patients and the public as caring, patient focussed efficient and effective through the provision of first class, administration support.

This is achieved by ensuring that our administration systems work to fully support the patient journey, by providing medical secretarial support or leading the provision of administration for a project, process or system and where appropriate providing day to day supervision of band 2 admin support. The role is required to provide admin support to managers and clinicians and by making sure that required data on the service is accurate and provided on time. Our administrators are expected to be kind and responsive, professional and informative and to contribute to the quality of our services by demonstrating the behaviours detailed in the Trust 'CARE Values into action Framework':

Value	Value description
Compassionate	This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.
Aspirational	This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.
Responsive	This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.
Excellence	This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

Key Responsibilities

- Ensures that the administration for the project, process, system or team they are responsible for is undertaken effectively and efficiently to enhance patient care by implementing clear and robust systems, maximising the quality and accuracy of outputs including data, reports and letters.
- Maximising effective use of resources available to project or team by the day to day supervision of band 2 admin staff (where appropriate).
- Ensuring that all communication reflects our values and that all queries from service users, the Public and colleagues are dealt with in a timely and effective way.
- Supporting service users through their whole journey with our team or department for example helping with arrangements for transportation or travel, arranging future appointments, keeping them informed where appropriate, dealing with questions or issues which fall outside the Standard Procedures (SOPs) or are challenging in nature.

- To help service users and members of the public, stakeholders and contractors access our services and find the right place/information. Making people feel welcome and providing information on the location/services, directing people to the right place, giving them the help and guidance they need.
- Ensures Managers and team members have all required data on the project, system or process that is necessary for making good quality decisions. Managing the administrative workload to ensure reports and information are submitted to the right person on time.
- Supports Management of systems on behalf of managers and senior clinical staff by overseeing, inputting and processing on systems e.g. Agresso, e-roster, ATP and ILeader.
- Helping to ensure that the office/site is run effectively including ordering supplies and equipment as required liaising with other services including Estates/Hotel services where appropriate.
- To provide secretarial support to designated operational lead/senior clinicians and or managers including preparing meeting agendas, taking formal minutes at meetings, diary management, report and letter writing, post, petty cash etc.
- Contribute to the positive way in which our patients experience our services by undertaking any other required responsibilities appropriate for the role.

Supporting yourself, others and the service

At KCHFT we believe that engaged staff are productive staff. Band 3 Administrators play a role in being engaged and engaging fellow administrators and health professional peers by:

- Participating constructively in their own supervision and annual appraisal process
- To demonstrate commitment to optimising their continuation of learning
- Seeking out information and taking the time to understand the 'bigger picture'
- Challenging yourself and others, reflecting on your practice and interaction with others
- Being involved in the development of service improvement, sharing of ideas

Corporate Accountabilities

Standards of Business conduct

The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.

All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

Risk Management

The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.

Governance Standards

Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.

Confidentiality

The Trust's employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

Child/Adult protection

All staff must be familiar with and adhere to Trust child protection procedures and guidelines, in conjunction with Kent Area Child/Adult Protection Committee policies and procedures. All staff are required to attend child/adult protection awareness training and additional training regarding child protection relevant to their position and role.

Records Management

To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.

Freedom of Information

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.

Security

To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

Infection Control

The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

Whistleblowing

The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Whistleblowing Policy for alternative options.

Environmental Impact

The post-holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.

Performance review

This Job Description will be used as a basis for individual performance review between the post holder and the manager.

The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each year, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.

Equality and Diversity

The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

Job description agreement

Job holder's name	
Job holder's signature:	
Date:	
Line managers name and title	

Line managers signature	
Date	

Person Specification

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	2 A/AS levels (any grade) NVQ level3, BTEC diplomas, Certificates and Awards, International Baccalaureate diploma or equivalent or Level 3 qualification.	
EXPERIENCE	Proven experience in office systems, with advanced use of Microsoft Office, i.e. MS Word, PowerPoint, Outlook and Excel. Sound judgement and logical approach to complex situations, with ability to determine solutions.	NHS specific IT system experience Understanding of NHS Community Services Supervision of staff Customer Service background
SPECIAL KNOWLEDGE AND EXPERTISE	Knowledge of clinical terminology Confidence in call handling	An understanding of the NHS current agenda and challenges Knowledge of Community Services
PRACTICAL/ INTELLECTUAL SKILLS	Excellent written and verbal communication skills. Excellent inter-personal skills and the ability to communicate and work effectively with a wide range of people from different backgrounds at all levels of seniority. Proven standard of word processing skills, with a high standard of presentation and accuracy. The ability to plan and organise own workload without direct supervision. The ability to be innovative, objective as well as logical in resolving problems. The ability to maintain a high level of performance and meeting of deadlines even when faced with conflicting priorities of others. Ability to learn from mistakes as a positive learning opportunity and encourage others to do the same. The ability to prioritise and balance a range of competing tasks to deliver to agreed timescales.	
PERSONAL ATTRIBUTES	Ability to apply a common sense and logical approach to identify key or underlying issues in difficult situations and use initiative to solve problems. Ability to deal with distressing or emotional situations and discussions objectively and with emotional intelligence. Ability to work shift pattern Ability to attend local office at least once a month	