

JOB DESCRIPTION

Job title:	Administrator
Grade:	Band 3
Directorate:	Adult Services
Division:	West Area
Service:	Coastal Sussex Integrated Musculoskeletal Services (CSIMS)

1. Job summary

- a) Provide an efficient and effective administrative support to the CSIMS services.
- b) office administration, assisting with documentation and ensuring all clerical aspects of the service run smoothly.
- c) The successful candidate will have good time management, the ability to use their own initiative as well as excellent attention to detail.
- d) The successful candidate will be a proactive individual with good organisation skills, excellent attention to detail, a team player with the ability to problem solve and work independently.
- e) Essential to the role is proficiency or ability to learn a variety of IT applications.
- f) Excellent use of English language is also required.
- g) Good interpersonal skills and ability to communicate at all levels are required for liaising with colleagues, clinicians, IT support.

2. Communication and working relationships

- a) To work closely with all members of CSIMS, outside stakeholders, patients and carers
- b) To actively engage with patients and carers to ensure a smooth and stress free patient pathway



3. Key responsibilities

- a) Where required, to work within the referrals team, scanning and putting on referrals, answering patient telephone calls and other general admin duties.
- b) Where required, to work within the appointments team, answering patient telephone calls; book amend and cancel patient appointments and other general admin duties.
- c) Where required, to work within the administration hub, answering patient telephone calls, chasing results and monitoring investigation waiting lists liaising with clinicians and other general admin duties.
- d) Other administrative tasks as required to keep the service running
- e) This post does not have any staffing responsibilities.

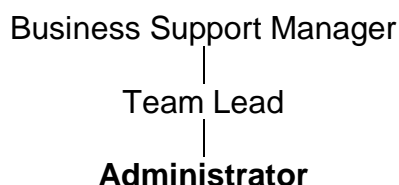
4. Main tasks

- a) Book, amend and cancel patient appointments using the computer based booking system and the telephone call handling system
- b) Arrange cover for clinics within the constraints notified by the Admin Lead.
- c) Change clinic templates on the patient administration computer system as required for annual leave, training days and conversion of appointment slots under the direction of the Admin Lead.
- d) Monitor waiting lists and book patients in according to longest wait.
- e) Contribute to reducing the number of long waiters the service has.
- f) Ordering stock across all services, clinical and non-clinical.
- g) Complete tasks within the specified hub.
- h) To help cover other admin hubs when there is the need.
- i) Check new referral details for completeness and accuracy using the NHS number and update and amend patient details as necessary.
- j) Compare new referral details with any existing registration details to ensure accuracy and avoid duplication. Accurately input patient referral details on to the Trust computer system.
- k) Take responsibility for liaising with professional colleagues to avoid unnecessary delays in the referral process.



- l) Communicate clearly and effectively with other professionals, outside agencies and patients.
- m) Ensure patient information remains confidential and that patient records are secure to assure confidentiality.
- n) Use the telephone or written media to make or amend patient appointments and deal with enquiries from patients or staff.
- o) Pull patient records and re-file them accurately. Archive records when appropriate
- p) To carry out other duties which fall within the remit of this post as required by the Lead Administrator.
- q) To contribute to the develop

5. Organisation chart



- a) The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other staff, as appropriate.
- b) The Delegation Policy sets out the expectation of staff regarding the safe delegation of clinical care and therapeutic interventions to unregistered practitioners and support workers.

6. Flexibility

- a) This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

7. Policies and procedures

- a) The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times.

8. Confidentiality and data protection

- a) The post holder must maintain the confidentiality of information about patients, staff and other health service business and meet the requirements of the Data



Protection Act (2018) and General Data Protection Regulation (2018) at all times.

- b) The post holder must comply with all Trust information and data protection policies at all times. The work of a NHS Foundation Trust is of a confidential nature and any information gained by the post holder in their role must not be communicated to other persons except where required in the recognised course of duty.

9. Health, safety and wellbeing

- a) Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors and colleagues.

*For posts **without** line management or supervision responsibility:*

- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support and report stress and ill health as early as possible.

*For posts **with** line management or supervision responsibility:*

- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support, share with their team, and report stress and ill health as early as possible.

10. Equality, diversity and inclusion

- a) The Trust aims to grow inclusive teams in which you feel like you belong, we encourage a culture of learning from different points of view. We want to support you to be courageous and to overcome bias and challenge prejudice.
- b) We are a Level 3 Disability Confident Leader. We go the extra mile to make sure disabled people get a fair chance. As well as paid employment we offer work experience and apprenticeships for disabled people.

11. Use of technology

- a) The Trust is making increased use of computer technology. The majority of employees (both clinical and non-clinical) should expect to use automated information systems in their work in order to improve quality and coordination of services, and enable faster and more certain communication within the Trust. Necessary training will be provided.



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12. No smoking policy

- a) SCFT operates a no-smoking policy, in line with government legislation. This applies to all staff, visitors and patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on Trust premises. This includes electronic cigarettes.
- b) Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

13. Professional registration

- a) All employees who are required to be a member of a professional body are required to hold relevant registration and must comply with the standards and guidelines of their professional practice, education and conduct and must act at all times within the boundary of the code of conduct.

14. Infection prevention and control

- a) Infection prevention and control is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of healthcare-associated infections (HCAI).

15. Safeguarding children, young people and vulnerable adults

- a) SCFT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

16. Quality

- a) Excellent care at the heart of the community is our Trust vision. To make sure our care meets this high standard all staff must ensure that the three themes of quality care are provided in every encounter they have with our patients. The three themes are safe care, effective care, and patient-centred care.
- b) All staff, clinical and non-clinical, are expected to ensure that quality is a key consideration in all we do. This includes reviewing practice and being open to feedback on our performance, being open and honest, and seeking to identify, resolve, and appropriately escalate issues and risks.



PERSON SPECIFICATION

This person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet, or have the potential to meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

Job title:	Team Administrator
Grade:	Band 3
Directorate:	Adults
Division:	West Area
Service:	CSIMS Administrative Hub

Criteria	Essential or desirable	Method of assessment
Qualifications and/or professional registration		
<ul style="list-style-type: none"> NVQ Level 3 or equivalent qualification in business administration. Applicants with a lower level qualification who have equivalent experience will be considered School leaving qualification (GCSE or equivalent) in maths and English language or able to demonstrate equivalent competence. 	E	A/I
Experience		
<ul style="list-style-type: none"> Working in an office environment where a large and diverse range of callers and visitors are received. Dealing directly with customers, patients and members of the public. Arranging meetings involving people from different organisations – including co-ordinating diaries, booking meeting rooms and sending out agendas and papers. Stock control, ordering supplies and processing financial documentation. Contributing to the development of administrative or office procedures Communicating effectively with a diverse range of people. Handling personally or commercially sensitive information. Organising the work of others – 	E E E E D E E	A/I

Criteria	Essential or desirable	Method of assessment
including setting up rotas, monitoring workload and performance.		
Skills and knowledge		
<ul style="list-style-type: none">Able to carry out basic calculations using Microsoft Excel.	E	A/I
Other requirements		
<ul style="list-style-type: none">There may be some requirement to travel to other Trust sites to attend meetings.	E	I

Good luck with your application!



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Author's name:	Jo Harrison
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