



Role Specification

JOB TITLE:	Administrator
GRADE:	Band 3
HOURS:	37.5
SPECIALISM:	Wheelchair Services
SERVICE:	Active Health
LOCATION:	Wren House, Springfield
ACCOUNTABLE TO:	Service lead

The Wheelchair Service provides wheelchairs, buggies pressure cushions and special seating to the residents of Mid Essex, adults and children who meet the criteria of the service. This role forms part of the administration team supporting the delivery of the service. The successful candidate will be required to operate to a high standard and manage their own workload with minimal supervision, organise and prioritise their workload on a daily basis. The successful candidate should possess detailed knowledge of Microsoft Office (including Word, PowerPoint, Excel and Outlook) and be able to work confidentially and professionally at all times.

Main duties and responsibilities

- To provide comprehensive administrative support to the multi-disciplinary team to ensure delivery of a high quality service.
- To use wheelchair service data bases & System One to maintain client information.
- To be responsible for monitoring and updating patient pathway ensuring 18 week waits are a priority.
- To administrate processes to ensure equipment delivery in a timely way, reporting delays to clinical and management team.
- Ensure equipment is ordered in a timely way and monitor progress of orders with a view to ensuring client's needs are met.

Communication and relationship Skills

- Ensure telephone enquiries are dealt with in a professional and understanding manner.
- Ensure that comprehensive messages are recording and forwarding to the relevant member of the clinical or administration staff.
- Create, maintain and enhance productive working relationships including the client their family and carers multidisciplinary teams internal and external agencies and our approved repairer
- Be aware and respond with sensitivity when talking with a distressed client or their representatives.

Autonomy

- Work without direct supervision and respond appropriately to changing priorities.
- Ensure efficient use of resources.
- Manage referrals and discharges in line with agreed processes
- Co-ordinate assessments which includes booking clinic appointments, home visits, school, hospital and care home visits.
- Liaise with relevant parties to ensure clinics run smoothly. This includes approved repair contractors , clients, relevant professionals, representatives from external companies and providers (e.g. Invacare, Sunrise Delichon)
- Order stock and maintain levels, process invoices.
- Maintain accurate details of orders placed and received on relevant spread sheets. Provide this evidence to finance on a monthly basis.
- Following full training undertake triage of referrals for level 1 clients only and action appropriately.
- Following training, have a basic awareness and knowledge of standard models of wheelchairs to assist with level 1 triage and stock control.

FACTOR	ESSENTIAL	DESIRABLE	EVIDENCE
QUALIFICATIONS & EDUCATION	<ul style="list-style-type: none"> • NVQ level 3, GCSE AS and A level or equivalent level of knowledge • Keyboard skills • Able to demonstrate a good level of English language and grammar 		Application Interview
WORK RELATED KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Experience of Microsoft Office programmes • Experience of meeting administration • Experience of working within a team and providing support to more than one person. 	Experience using wheelchair data bases	
SKILLS & APTITUDES	<ul style="list-style-type: none"> • Ability to prioritise workload and competing deadlines within a team • Ability to work on own initiative • Ability to develop productive working relationships with team members • Excellent interpersonal and communication skills, oral, verbal, written and electronic. • Maintain accurate records • Ability to work without direct supervision 		
CIRCUMSTANCES	<ul style="list-style-type: none"> • Ability to work under pressure and to 		

	<p>meet deadlines - prioritising workload as a matter of routine</p> <ul style="list-style-type: none"> • Discretion and sensitivity when dealing with confidential information • Good communication skills • Good degree of accuracy • Flexible approach to work requirements to meet the needs of the service 		
SPECIALITY SPECIFIC REQUIREMENTS			
None required.	Local knowledge of area	Knowledge of wheelchair service	

This role specification indicates the main functions of the post. It is not an exhaustive list of the responsibilities and tasks required for the job. There may be a requirement to undertake other duties as reasonably required to support the organisation. This may also include work outside of the post holder's normal sphere of activities, including functions not detailed within this role specification or working within another location or environment. The post holder will not be required to undertake any function for which they are not qualified or competent to perform.

The post holder must be familiar with, and adhere to, all PROVIDE policies and procedures which can be found on the Intranet.

The post holder is accountable and responsible for the implementation and adherence to:

- The Health Care Act 2006 (revision 2015)
- The Equality Act 2010
- The Care Quality Commission Essential standards of Quality and Safety 2010
- Health and Safety legislation in relation to patient safety and maintaining a safe working environment
- Data Protection Act 1998 and confidentiality code of conduct

The maintenance of the standards set out within this legislation will guide staff in maintaining the quality of care and safety required within their role.

Safeguarding Children, Young People & Vulnerable Adults

Safeguarding is a key priority of the organisation. Staff must always be alert to the possibility of harm to children, young people and vulnerable adults through abuse and neglect. This includes being aware of the adults who may find parenting difficult. All staff should be able to recognise the indicators of abuse and know how to act on them, including the correct processes and decisions to be undertaken when sharing information. The depth of knowledge you work from must be commensurate with your role and responsibilities. All staff must follow the Safeguarding policies and guidelines, know how to seek specialist advice and must make themselves available for training and supervision as required.

Core Competency Framework

Practitioners and staff at Band 4 require theoretical and factual knowledge in broad contexts within a field of work. Work is guided by standard operating procedures and protocols. Staff makes judgement, plan activities and contribute to the service development

Staffs undertake tasks that may otherwise have been undertaken by more senior staff. They have a specific technical skill and high degree of technical proficiency

Provide aims to deliver high quality, professional and customer focused services. To ensure that this objective is met, it is expected that all employees carry out their roles in a courteous, compassionate and responsive manner and by the standard of their own appearance and behavior act as an ambassador for the organisation within their interactions with all our customers.

Employees are contractually obliged to undertake mandatory training in line with the organisations' agreed Mandatory Training Matrix and must ensure that the required learning is complete and refresh this learning within the timescales set out. Should staff consider they need further support to maintain the level of competence set out in this framework they have a personal responsibility to raise this with their Line Manager.

Knowledge & Skills

- Able to use a wide range of work area specific practical and theoretical knowledge which will inform the intervention approach.
- Able to evaluate outcomes in relation to the interventions
- Understand relevant legislation, policy and guidance
- Understands health inequalities and the impact of social circumstances and lifestyle choices on health and well-being.
- Understand the limits of their knowledge base.
- Understand relevant legislation, policy and guidance
- Understand the principles of respect, dignity, choice and independence and applies them to own work area.
- Updates and maintains accurate records using appropriate methods, tools and technology.

Leadership & Management

- Able to manage the role under guidance from senior staff and colleges
- Able to follow standard operating procedures, protocols and organisational procedures.
- Plan and initiate local activities
- Able to offer supervision and support to junior colleagues
- Able to contribute to service improvements and development plans.
- Develops proactive working relationships with colleagues and stakeholders.

Innovation & Decision Making

- Able to solve problems by taking information from expert sources and using it appropriately.
- Able to compare options to gain best results.
- Able to make suggestions in relation to service improvements/developments
- Able to propose changes to work procedures from own work area

- Responsible for safe use of equipment
- Contributes to the training of colleges and external partners.
- Assists with audits/and or research projects in own work area.

Communication

- Ensures that questions and concerns are listened to and responded to in a way that respects dignity and support empowerment
- Ensure that boundaries of confidentiality
- Support communities to communicate their needs and choices
- Develop close links with relevant professionals, organisations and networks

Team Working

- Able to work towards shared goals
- Is respectful and open to the thoughts, opinions and contributions to others
- Recognizes and respects people's diversity, individual differences and perspectives
- Able to share information appropriately

Personal Attributes

- Acts as an ambassador for Provide and demonstrates excellent customer care at all times.
- Deals with communities, people, problems and situations with honesty and integrity.
- Recognises and reflects on their own and others good efforts.
- Takes care of their personal health, including hygiene and appearance.
- Meets timekeeping & attendance requirements.
- Understands their rights and responsibilities in the workplace, and those of others.
- Understands and respects confidentiality.
- Manages their work and personal life balance.
- Assesses and manages risk and is accountable for their actions.
- Carries out multiple tasks.
- Is open and responds constructively to change and coping with uncertainties.
- Supports other colleagues and co-workers and promotes positive relationships within team and beyond.
- Reflects on their practice and is willing to continuously learn and develop. Encourages others to reflect on their practice.
- Identifies their learning goals, accesses appropriate learning resources to meet development needs and organisational requirements.