

1. JOB DETAILS	
Job title:	Project Support Administrator
Accountable to:	Operational Director
Managerially (if required)	HARA Service Manager – Community Hub and ARCH
Agenda for Change Band:	4
Location:	Community Hub / Acute response and rehabilitation - community and hospital (ARCH), Briary Wing
2. JOB SUMMARY	
<ul style="list-style-type: none"> • To provide a robust and comprehensive administrative service and project support to the Service Manager covering the Community hub and ARCH portfolio supporting a culture of continuous quality and service improvement. • To assist in the organisation and project planning of delegated projects • Support and assist in performance reporting and developing the service to meet changing information requirements. • To prioritise duties, ensuring that all deadlines are met. • To lead on delegated aspects of projects as agreed with the Service Lead. • To effectively plan and manage delegated aspects of the project. • To provide a comprehensive professional and confidential administrative support in the delivery of a number of projects. • The post holder will be responsible for managing their own workload and will be given delegated responsibility for managing certain aspects of projects. This will include overseeing delegated activities and ensuring that timescales are being met. • To develop and maintain information systems that assist in the delivery of projects ensuring that progress is accurately captured. • To act as the main channel of communication between the Service Lead and Project Manager, colleagues within the service and other NHS Organisations. • The post-holder will exercise judgement and discretion in the day-to-day handling, monitoring and filtering of appointments and enquires. 	
3. ROLE OF DEPARTMENT	
<p>The delivery of an integrated community health and social care service organised around primary care practices, local communities, HDFT and HARA. This responds to the CCG vision for community services in Harrogate and District, 'your community, your care' as well as to the other national and local drivers within the NHS and social care.</p> <p>The community hub has an important role in keeping hospital admissions and readmissions to a minimum and ensuring that people can return to their usual place of residence as soon as possible.</p> <p>The ARCH Service is a community team with rehabilitation at its core, assessing and treating patients in their usual place of residence to prevent unnecessary admissions and promote functional independence. The service also reaches onto the acute and frailty wards using the discharge to assess model to support patients through their journey on the</p>	

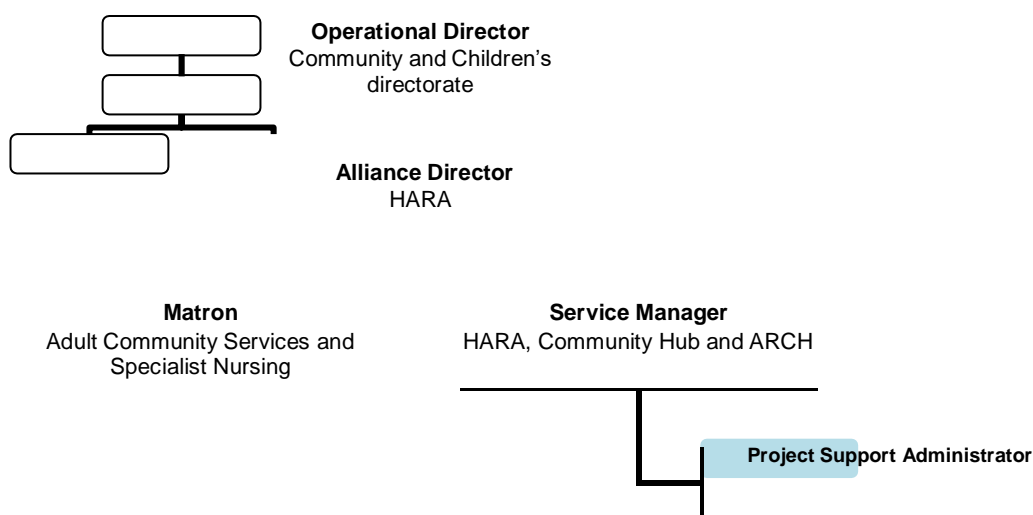
correct discharge pathway, consistently using a home first approach. The Community Hub integrates, ARCH, discharge planning and NYCC discharge team and links with wider services, HARA, CCTs, social care services and voluntary agencies.

The service covers 8am – 8pm 7 days a week.

The service covers

- Admission avoidance/Urgent crisis response
- Emergency department
- Inpatient wards
- Virtual Ward/Supported Discharge – Locality based across HARA
- Community bed based rehabilitation
- Community rehabilitation
- Urgent crisis response
- Discharge planning

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

- Operational Director
- Clinical team leads
- Head of Nursing/Matrons
- Quality Assurance Lead
- Service Managers
- Risk Management
- Quality of Care Leads
- Risk Register holders
- SALUS book holders
- Admin team
- Clinical staff in the portfolio

6. DUTIES AND RESPONSIBILITIES OF THE POST

Organisation

Assists the Service Lead and Project Manager in the effective planning and delivery of national projects.

Functions as a member of team and engages in productive working relationships.

Undertake general clerical duties, including filing correspondence both manually and electronically.

Arrange Internal and external meetings, workshops and conferences, including liaison with meetings/conferences plus travel and accommodation arrangements.

Attend meetings, which may sometimes be on a different site, take and transcribe minutes, where necessary.

Management of the diary of the Service Lead, by scheduling appointments/meetings as requested, and to bring forward relevant files as required. Prioritise workload and resolve conflicting diary requirements.

The post-holder requires frequent concentration, e.g. for taking and transcribing formal minutes, collating data and maintaining spreadsheets, while working in an unpredictable environment with frequent interruptions throughout the working day to deal with telephone calls, staff and visitors attending the office with queries and requests for support, requiring flexibility and ability to prioritise and re-organise own workload to meet such demands.

Communication

Communicates with patients, team members and staff from other departments on a wide range of issues always presenting an efficient, courteous and empathetic manner.

Communicate with wider organisations and agencies including CCG as required

Liaise and work alongside colleagues within the service and provide administrative support as and when required.

Play a major role in the development and on-going maintenance of communication mediums such as the new website, intranet, social media in partnership with external stakeholders.

Governance

Undertakes audits to ensure that department information systems are up to date.

Preparation and analysis of data to collate reports and determine trends.

To be aware of the requirement for confidentiality of patient information (including paper- based, verbal and electronic) and follow the relevant procedures.

Take lead in monitoring patient survey/and outcomes.

Administration

To carry out a range of administrative duties that support the delivery of projects.

Using the full range of Microsoft Office Word, Excel, Access, Power Point and Publisher to produce reports, spreadsheets, power point presentations, information posters, using word processing and keyboard skills and keeping up to date with technological developments in the use of current office technology.

Responsible for inputting and amending data accurately and securely, in line with appropriate targets and timeframes.

Deal with telephone enquiries, taking action and responsibility where appropriate and passing information to the relevant manager in a prompt and concise manner.

Have good working knowledge of patient systems: vital hub, system one, web v, ICES, - be able to, run and prepare reports for audit.

Review, streamline and standardise processes in line with best practices. Following discussion with line manager, devise and implement policies and propose changes within the team.

Financial

Ensure the prompt return of all invoices and paperwork to relevant financial departments; ensure that all have been recorded appropriately.

Maintain stock for project materials.

7. WORK SETTING AND REVIEW

The postholder will be line managed by a senior member of the management team. Regular support and supervision will be provided although it is expected that the postholder will be proactive in undertaking their role and prioritise their workload within the remit of the job role.

Supervision/management/leadership

When not working under the direction of the service manager or clinical team leads, to be aware of the need to manage time effectively and be able to prioritise tasks seeking guidance when necessary.

Education and development

To participate in performance appraisal with line manager and agree training and development priorities.

To attend mandatory and statutory training e.g. Fire, Basic Life Support, Manual Handling at the required frequency and other relevant non-clinical developmental opportunities.

Other areas of responsibility

Prioritise own workload and ensure allocated work is achieved within timescales.

Develop effective relationships with all departments and work closely with other staff within the community hub and wider community services

Undertake any regular tasks commensurate with the grade as requested by the service manager.

This job description is an outline only and is not definitive or restrictive in any way. It will be regularly reviewed and may be amended in the light of changing circumstances following consultation with the post holder.

This is not an exhaustive list of responsibilities as the post holder will be expected to work flexibly to complete any admin duties asked to the best of their ability.

8. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

PERSON SPECIFICATION

POST TITLE: **Project Support Administrator**

Factor	Essential	Desirable
Qualifications	<p>A levels/NVQ 3 or able to demonstrate equivalent level of experience in an administration capacity.</p> <p>Committed to development within the role and prepared to undertake continuing training and development.</p> <p>Evidence of IT experience, significant experience in Microsoft Office packages.</p>	<p>ECDL or equivalent.</p> <p>RSA II or equivalent.</p> <p>Service improvement bronze level.</p>
Experience & Knowledge	<p>Significant relevant experience in one of the following,</p> <ul style="list-style-type: none"> • information systems • administration <p>Understanding of and responding to performance targets.</p> <p>Setting up and working with monitoring systems.</p> <p>Experience of arranging and planning meetings and forums including inviting attendees, venues, preparations of agendas, collation of reports and minute taking.</p> <p>Experience of team working e.g. Prioritising workload, Electronic diary management.</p> <p>Knowledge and experience of a full range of administrative services acquired through training and relevant.</p> <p>To be able to work alone or part of a team.</p> <p>Manage and prioritise own workload.</p> <p>Time management.</p>	<p>Hospital administrative experience and working to strict targets.</p> <p>Working in a fast-paced changing environment.</p> <p>Experience of working within an NHS or Social Care environment.</p> <p>Commitment to further training and self-directed learning.</p> <p>Knowledge of NHS policies.</p> <p>Work to current NHS guidelines.</p> <p>Knowledge of other software packages and internet platforms.</p> <p>Have an understanding of the current national drivers relating to the project.</p> <p>Project manager experience.</p>

	Knowledge of Microsoft Office packages other IT skills acquired through training and practical experience.	
Skills and Aptitudes	<p>Ability to work under pressure and deal calmly with difficult situations.</p> <p>Able to follow Trust policies and procedures.</p> <p>Diary Management Experience.</p> <p>Ability to handle and deliver highly sensitive information.</p> <p>Ability to adapt to change.</p> <p>Ability to work effectively in a multidisciplinary team, independently and within a team.</p> <p>Organised, good time management skills and ability to prioritise and manage own workload.</p> <p>Aptitude for problem solving.</p> <p>Interpersonal skills, influencing and negotiating skills - proven ability to establish and enhance effective working relationships at all levels.</p>	IT literate.
Personal Circumstances	<p>Committed to continual improvement of skills / knowledge and developing good working relationships; prepared to undertake continuing training and development.</p> <p>Positive attitude to work and providing a first class service.</p>	
Other requirements	<p>Satisfactory Occupational Health clearance.</p> <p>Satisfactory DBS clearance.</p>	

PERSON SPECIFICATION AGREEMENT			
Post holder		
Date		
Line Manager		
Date		

Each of the above points should be considered in the light of minimum requirements listed in the job description.