

**JOB DESCRIPTION**

Job evaluation ref number:	
<b>Job Title:</b> Team Administrator	
<b>Reports to (post title):</b> Assistant Practice Manager	
<b>Evaluated Banding:</b> Band 3	
<p><b>Role Purpose:</b> To work as part of a team providing secretarial, clerical and administrative support to the Healthcare team(s) within HMP services Offender Health.</p>	
<p><b>Role Context:</b> To identify and contribute to the development, implementation and maintenance of administrative systems and processes, to support the delivery of healthcare services within the prison. To ensure the provision of an efficient secretarial, clerical and administrative service to the team on a daily basis</p>	
<b>Trust Values</b>	
<p>All colleagues are expected to demonstrate at interview and throughout employment that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:</p> <p style="text-align: center;"><b>Trust Honesty Respect Compassion Teamwork</b></p>	
<b>Key Accountabilities</b>	<b>Performance Measures</b>
Provide comprehensive secretarial, clerical and administrative support to the Assistant Practice Manager, Head of Offender Health, GPs, Nurses and Team Leaders. Ensuring provision of work is to a high standard of accuracy and presentation, often working to tight deadlines and under pressure.	Appraisal
Liaise with external organisations as required, contributing to continuity of care for patients for court, transfer establishments or upon release.	Audit
Word process correspondence including letters, memos and collating reports.	Audit
Filing, photocopying, scan and attaching documents.	Observation
Input data and maintain databases.	Audit
Input accurate data onto SystmOne ensuring timely and accurate reports are provided to the Assistant Practice Manager and Head of Offender Health.	Audit
	Waiting list monitoring

<p>Support the clinical team in the organising and facilitation of clinics and diaries, using SystmOne rota types and ledgers.</p> <p>Manage the SystmOne rota's, ensuring accurate records for data collection</p> <p>Provide SystmOne training to all staff and be the point of contact for SystmOne advice and guidance for all staff members</p> <p>Be responsible for the production and review of SystmOne protocols</p> <p>Be responsible for data collection from SystmOne, to support reporting and Key Performance Indicators.</p> <p>Work closely with the Head of Offender Health in relation to exception reporting for Key Performance Indicators.</p> <p>Attend meetings as a minute taker and be responsible for producing and circulating minutes.</p> <p>Support the clinical managers in the production of the staff off duty.</p> <p>Be responsible for managing own workload, consulting with the Assistant Practice Manager if required.</p> <p>The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures, and practices of Nottinghamshire Healthcare NHS Trust. It is the post holder's responsibility to ensure they keep up to date with these policies and other policy documents. This includes Infection Control and Health and Safety</p>	<p>Audit</p> <p>Training logs/observation</p> <p>Observation</p> <p>KPI Monitoring</p> <p>KPI Monitoring</p> <p>Supervision</p> <p>Observation</p> <p>Supervision</p> <p>Appraisal</p>
<p><b>Dimensions</b></p>	
<p>Working in an administrative team within a prison establishment as part of the Offender Health Directorate.</p>	
<p><b>Safeguarding</b></p>	
<p>All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice, and support.</p>	
<p><b>Disclosure and Barring Services</b></p>	
<p>Where this post relates to the types of work, activity, employment, or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate.</p>	

The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services.

### **Infection Control**

All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with infection prevention and control mandatory training requirements specific to their role.

### **Equality and Diversity**

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation.

### **Sustainability and Net Zero – Supporting Our Green Plan**

The Trust places great importance on reducing its carbon footprint and maximising the positive social, economic, and environmental outcomes of Trust actions and activities on its patients and the planet. It is the responsibility of all staff to support the delivery of the Trust's Green Plan and contribute to achieving Net Zero Carbon. This will include using energy and water efficiently, reducing the consumption of materials, reducing waste, and increasing recycling, printing less, reporting faults or heating/cooling concerns promptly and minimising travel.

### **Data Quality Statement**

All staff of Nottinghamshire Healthcare NHS Foundation Trust have a responsibility for data quality, improved data quality leads to better decision-making across the Trust. The more high-quality data, the more confidence the organisation has in decisions. Good data decreases risk and can result in consistent improvements in results. Employees within data roles have a responsibility for inputting high quality data (accurate, valid, timely, complete) and for ensuring that high quality data is maintained.

### **Communication**

You are expected to work in consultation with others to support the organisations' vision, values, strategies and objectives.

Excellent communication and interpersonal skills e.g., telephone, face to face and written.

Ability to promote and maintain good working relationships within the Offender Health teams, the Prison establishment and external agencies.

Ability to communicate with patients where there may be barriers to understanding, such as learning needs/language.

Take appropriate action from messages received and ensure that all information is transmitted to relevant parties.

Handling sensitive and sometimes distressing information appropriately, whilst maintaining patient and staff confidentiality.

To communicate complex and sensitive information verbally and in writing with members of the multidisciplinary team.

Liaise with prison colleagues in relation to gathering data required for Key Performance Indicators.

Take minutes/notes of meetings.

Effectively communicates with a range of clinical and non-clinical staff as indicated below.

**INTERNAL**

Patients, Primary Care Team, Mental Health Team, Substance Misuse Team, General Practitioner's, Dentist's, Pharmacist's, Opticians, Podiatrist, Physiotherapists, Sexual Health Practitioners, Trust colleagues and Prison colleagues

**EXTERNAL**

Secondary Care colleagues, Criminal Justice partners, Substance Misuse/Rehabilitation Teams, Mental Health Teams, Health and Social care colleagues, Suppliers and Contractors.

**Knowledge, Training and Experience**

GSCE Maths and English Grade A-C or equivalent

NVQ level 3 or equivalent experience

RSA III typing or equivalent experience

A comprehensive working knowledge of SystmOne and Microsoft Office software

Experience of training staff

Demonstrate effective administrative and organisational ability over a wide range of tasks: e.g. diary management, record keeping, statistics, organising meetings, distributing agendas/minutes

Ability to work in a flexible and organised manner, to prioritise and work to deadlines in a busy environment.

Ability to adapt to new office systems

Ability to demonstrate excellent communication skills.

Confidence to work on own initiative and to consult as needed.

Ability to work positively as part of a Multi-Disciplinary Team.

**Analytical and Judgement Skills**

To monitor the effectiveness of clinics held, e.g., DNAs, producing reports and statistics of the findings, informing, and supporting the Head of Offender Health to identify solutions and actions to achieve Key Performance Indicators.

<b>Planning and Organisational Skills</b>
<p>Ability to prioritise own workload and to work to deadlines.</p> <p>Ensure bookings of visitors into the establishment are done timely and in accordance with prison service procedure.</p> <p>Booking meeting rooms as required.</p> <p>Be responsible for monthly data collection from SystmOne, producing reports within tight deadlines to support the reporting of Key Performance Indicators</p> <p>Plan training for staff members relating to SystmOne</p> <p>Ensure timely liaison with contracted organisations regarding clinic sessions</p> <p>Support the clinical team in the organising and facilitation of clinics and diaries, using SystmOne rota types and ledgers.</p> <p>Prioritise attendance at relevant meetings as a minute taker and be responsible for the timely production and circulation of minutes.</p> <p>Support the clinical managers in the planning of the staff off duty, accounting for annual leave, training and available contracted agencies.</p>
<b>Physical Skills</b>
<p>Daily and prolonged use of keyboard and VDU equipment</p> <p>Operation of office equipment daily</p> <p>Operation of keys, locks doors and gates daily</p>
<b>Responsibility for Patient/Client Care</b>
<p>Clear understanding of professional boundaries and confidentiality.</p> <p>To monitor waiting lists for ancillary services including dental, medical ophthalmic and chiropody informing and supporting the Head of Offender Health to identify solutions and actions to achieve Key Performance Indicators.</p> <p>To provide the Head of Offender health with reports regarding contracted providers for use in external contract monitoring.</p> <p>Maintain patient health care records including computerised systems (SystmOne) and databases. Liaising with external organisations as required, contributing to continuity of care for patients required to attend court, transfer establishments or upon release.</p>
<b>Responsibility for Policy/Service Development</b>

To assist and support the Head of Offender Health and Clinical Matron with policy implementation and policy/services development for the Department, Directorate and Prison Service Partnership.

Be responsible for the production and review of SystmOne protocols/procedures.

### **Responsibility for Financial and Physical Resources**

Use resources effectively and report to the Assistant Practice Manager when stocks are required

Seek authorisation to use agency staff to cover required areas, clinical or non-clinical.

### **Responsibility for HR**

Work towards the objectives agreed in own Performance and Development review.

To undertake training applicable to the post and as agreed within Performance and Development review.

To undertake all mandatory training.

Commitment to receiving management supervision.

To support the induction of new staff including demonstrating office activities, processes and procedures.

Maintenance of the healthcare teams personal files under the direction of the Head of Offender Health / Clinical matrons.

### **Responsibility for Information Resources**

Maintain patient health care records including computerised systems (SystmOne) and databases.

Input accurate data onto SystmOne ensuring timely and accurate reports are provided to the Assistant Practice Manager and Head of Offender Health.

Develop bespoke SystmOne templates to capture long term conditions information.

Manage the authorisation rights of staff on SystmOne.

Re-set and issue new passwords / smartcard access for SystmOne users.

Produce a monthly financial costing in respect of hospital escort and bedwatches.

Ensure adherence to Information Governance policies relating to the safeguarding of information

### **Freedom to Act**

Able to work autonomously and independently without direct supervision for protracted periods.

### **Mental Effort**

Concentration required for typing confidential documents of which may be of a distressing/sensitive nature

### Emotional Effort

Exposure to distressing information on a regular basis.

Occasional exposure to threatening behavior and abusive language.

Assisting clients to remain calm in distressing circumstances.

### Working Conditions

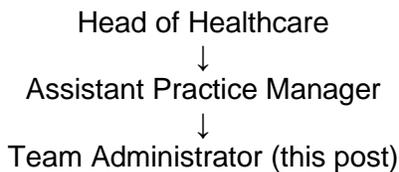
Frequent use of VDU.

Working within a fenced and secure environment; will be required to be subject to staff searches and security procedures, responsible for holding keys.

Working within healthcare Centre and prison wings.

Occasional exposure to unpleasant working conditions.

### Organisation Chart



### Our promise to you

We will ensure that you are supported and lead in line with our Trust Values: **Trust**, **Honesty**, **Respect**, **Compassion** & **Teamwork**



Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.

We will adhere to the promise and support all our colleagues, assuring that we are continuously striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.



**Signatures**

After reviewing the document, please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

## EMPLOYEE SPECIFICATION FOR THE POST OF TEAM ADMINISTRATOR

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation

Attribute	Essential	Weight	Desirable	Weight	How Identified
Values	<ul style="list-style-type: none"> <li>All colleagues are expected to demonstrate at interview that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values: <b>Trust Honesty Respect Compassion Teamwork</b></li> <li>All colleagues are expected to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion (EDI) and how it applies to their role. The Trust's expectations are highlighted within our EDI Policy, and associated EDI and Human Rights legislation</li> </ul>	2			Interview
Physical Requirements	<ul style="list-style-type: none"> <li>Has the physical ability to perform the full range of duties</li> </ul>	2			Application form and Inter
Qualifications - Academic / Craft / Professional	<ul style="list-style-type: none"> <li>GCSE Maths and English A – C or equivalent</li> <li>RSA II Typing/word processing or equivalent</li> <li>NVQ Level II Business Administration or equivalent</li> </ul>	2			Application form and Interview
Experience	<ul style="list-style-type: none"> <li>Experience of working in an office environment</li> </ul>	2	<ul style="list-style-type: none"> <li>An awareness of working in a secure setting</li> <li>An awareness of Clinical Administrative Systems</li> </ul>	2	Application form and Interview

Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of IT Systems</li> <li>• Good understanding of confidentiality</li> <li>• Ability to prioritise own work load</li> </ul>	2	<ul style="list-style-type: none"> <li>• Awareness of SystemOne</li> </ul>	2	Application form and Interview
Skills	<ul style="list-style-type: none"> <li>• Good verbal/written communication skills</li> <li>• Excellent IT Skills – Microsoft Packages</li> <li>• Excellent telephone manner</li> <li>• Ability to work on own initiative and work as part of a team</li> </ul>	2	<ul style="list-style-type: none"> <li>• Willingness to undertake Customer Service Training</li> </ul>	2	Application form and Interview
Contractual Requirements	<ul style="list-style-type: none"> <li>• Flexibility around working hours in line with service and operational need</li> <li>• Ability to work across geographical establishments</li> <li>• Ability to travel across Trust sites to undertake training</li> </ul>	2			Application form and Interview

**PLEASE NOTE THAT ALL CRITERIA WILL BE SUBJECT TO REASONABLE ADJUSTMENTS WHERE THE APPLICANT HAS DECLARED A DISABILITY AS DESCRIBED IN THE EQUALITY ACT**