

JOB DESCRIPTION

Job Title:	Continuing Healthcare (CHC) Admin Support Officer
Band:	4
Department(s):	Lewisham Adult Integrated Commissioning and CHC
Function:	Continuing Health Care
Responsible to:	CHC Nurse Assessor
Accountable to:	Place Based Director
Hours:	28.125

The South East London ICB is the NHS management unit of the ICS. It is accountable both to NHS England and to the South East London Integrated Care Partnership (ICP). The ICS exists to deliver four core purposes:

- Improve outcomes in South East London population health and health and care services
- Tackle inequalities in outcomes, experience and access suffered by the residents of South East London
- Enhance productivity and value for money in the use of health and care resources in South East London
- Help the NHS support broader social and economic development in South East London.

The ICS is not an intermediate management tier and fundamental to the operating model of the ICS are three fundamental principles:

- **Partnership:** We are a partnership of sovereign bodies coming together to achieve something greater than the sum of the partners. All partners have a voice and all partners have responsibility.
- **Subsidiarity:** We work on the basis of subsidiarity. This means issues and decisions should be dealt at the most local level consistent with their effective resolution.
- **Accountability:** We value both supporting each other and being held to account by each other and our wider partners.

Equality and Diversity



The ICB is committed to providing services and employment to a community with an increasing variety of backgrounds. To do this effectively it is essential that we promote equality and embrace diversity and treat everyone with dignity and respect.

Disability Confident Employer

We are a Disability Confident Employer and support the guaranteed interview scheme and use of the Government's Access to Work Scheme.

Living our values, we are keen to reflect the diversity of society at every level without our organisation.

Our core values are:

- We are collaborative
- We are caring
- We are inclusive
- We are innovative

We welcome applications from all sections of our community including from people with lived experience and/or knowledge of disability or social exclusion.

If you have accessibility requirements and would like further information about the role please contact recruitment-South London (NHS South East London ICB) recruitment-SouthLondonICBs@selondonics.nhs.uk

Please quote the reference for the role you are looking to apply for when contacting us.

JOB PURPOSE

To support the Continuing Healthcare (CHC) team in the delivery of efficient Administrative support. To maintain and contribute to the development of an efficient and effective system of administration to support the Continuing Healthcare (CHC) and NHS Funded Nursing Care (FNC) processes. To work to agreed deadlines with minimum supervision using your own initiative and maintaining a flexible approach. To use discretion and ensure confidentiality at all times.



The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the service.

1. KEY DUTIES AND RESPONSIBILITIES

The post holder is required to provide an efficient and effective administrative service as part of the Continuing Healthcare Team.

To deal independently with queries from members of the public, patients and their relatives, Adult Social Care, Nursing Homes and other outside agencies in relation to non-clinical issues regarding CHC and the FNC contributions.

To be responsible for corresponding with patients and their families regarding CHC decisions ensuring that they are conveyed to all relevant parties in agreed timescales in line with the National Framework and local policies.

To create accurate patient records on the CHC database.

To attend meetings, to take and transcribe detailed and complex formal minutes and reports of eligibility decisions.

To support the CHC Manager with preparing Performance Monitoring Reports .

To support the CHC team and to develop systems and process to support effective delivery and reporting of all CHC activity related functions.

To arrange meetings, book venues, send out invites and produce agendas prior to meetings. To order equipment and supplies as and when required.

To create, update and archive patient files in line with data protection guidance and record management.

To process incoming and outgoing mail.

To undertake general office duties including filing and photocopying.

GENERAL DUTIES



To undertake any other duties at the request of the line manager, which are commensurate with the role including project work, internal job rotation and absence cover.

To adhere to the policies and procedures of the Clinical Commissioning Group (ICB).

To undertake training as necessary in line with the development of the post.

To participate fully in the development review (appraisal) process and undertake continuing professional development as required.

To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

To participate in surveys and audits as necessary in order to enable the ICB to meet its statutory requirements.

To be aware of the ICB's emergency planning processes and follow such processes as necessary, in the event of a sudden unexpected incident.



GENERAL DUTIES AND RESPONSIBILITIES

Mobility	The post-holder is contracted to work at any appropriate South East London ICB office as necessary for the delivery of the functions of this role.
Just Culture	<p>The ICB is committed to ensuring that people related matters are resolved as early and as informally as possible and that recourse to formal action under any of the HR policies and procedures is only where necessary. This supports the principles of a just culture, where people are encouraged to come forward when things go wrong and supports those who make honest mistakes.</p> <p>The fair treatment of staff supports a culture of fairness, openness and learning in the NHS by enabling staff to feel confident to speak up when things go wrong, rather than fearing blame</p>
Equality & Diversity	<p>Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted.</p> <p>Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.</p> <p>Staff have a responsibility to ensure that they treat their colleagues and others they may interact with dignity and respect.</p>
Sustainability	<p>SEL ICB is committed to contributing to a net zero NHS, in line with national Greener NHS ambitions. Our contribution will be made by delivery of the ICS Green Plan (https://www.selondonics.org/wp-content/uploads/2022/06/ICS-Green-Plan-2022-2025.pdf).</p> <p>Everyone's contribution is required in order to meet the goals set out in our Green Plan and we encourage all staff to work responsibly; embedding sustainability into their core work and minimising their contributions to carbon emissions, waste and pollution wherever possible.</p>



Raising Concerns	Staff may on occasion have genuine concerns about healthcare matters and consequently the ICB endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary, using the ICB's 'Raising Concerns (Whistleblowing)' policy.
Data Protection	<p>The ICB is registered as a data controller under the Data Protection Act 2018/General Data Protection Regulations. All the personal information we hold, obtain, record, use and share as an organisation is governed by this Act and Regulation.</p> <p>As an employee of the ICB you have a legal responsibility for all personal information you handle and must not at any time use the personal data in a way incompatible with the guidelines stipulated in this act.</p> <p>If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act and the General Data Protection Regulations, then you must contact your Line Manager.</p>
Records Management	<p>As an employee of the ICB, you have a legal responsibility for all records you work with e.g. patient records, financial records, personal, administrative, etc that you gather or use as part of your work within the ICB.</p> <p>The records may be held in a variety of formats such as paper, electronic, microfiche, audio, and video tapes, etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.</p>
Confidentiality	<p>In the course of your employment, you will have access to confidential information relating to the ICB's business, patients, the STP and its staff.</p> <p>You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the organisation's interests. Information which may be included in the category which requires extra consideration covers both access to the</p>

	<p>general business of the ICBs and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties, you should seek advice from your Line Manager before communicating such information to any third party.</p> <p>Confidential information should always be treated according to the ICB's rules on confidentiality. Any inappropriate disclosure may be subject to the ICB's disciplinary procedures.</p>
Information Governance	<p>ICB staff must keep up-to-date with the requirements of Information Governance and must follow ICB policies and procedures to ensure that ICB information is dealt with legally, securely, efficiently and effectively.</p> <p>Staff must appropriately manage all the Information they handle during their employment with the ICB, making the information available for sharing in a controlled manner, subject to statutory requirements and the ICB Information Governance Policy, and formal Information Sharing arrangements.</p>
Health & Safety	<p>Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors.</p> <p>Employees also have a duty to observe obligations under the ICB's Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.</p>
Infection Control	<p>ICB staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems regarding this to their managers.</p>

	All staff undertaking patient care activities must attend infection control training and updates as required by the ICB.
Financial Regulations	<p>All staff are responsible for the security of the property of the ICB, avoiding loss or damage of property, and being economical and efficient in the use of resources.</p> <p>Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Anti Bribery Policies.</p>
Safeguarding Children & Vulnerable Adults	<p>All employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults.</p> <p>Compliance with mandatory and statutory training requirements is an essential requirement of all employees.</p>
Risk Management	<p>Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility.</p> <p>Responsibilities of staff regarding risk management are outlined more fully in the Risk Management Strategy. Staff are responsible for ensuring that they are aware of those responsibilities</p>
Code of Conduct	<p>The Department of Health's Code of Conduct for NHS Managers has been adopted by the ICB for all Director-level and senior management posts. This requires the post-holder to comply with the Code and for their actions to demonstrate a commitment to the Code. In particular, the post-holder must:</p> <p>make the care and safety of patients their first concern and act quickly to protect patients from risk; respect the public, patients, relatives, carers, NHS staff and partners in other agencies; be honest and act with integrity; accept accountability for their own work, the</p>

	<p>performance of those they manage and of their own organisation;</p> <p>Demonstrate their commitment to team working by co-operating with all their colleagues in the NHS and in the wider community.</p>
Acceptance of Gifts and Hospitality	The conduct of staff in the public service should be scrupulously impartial and honest and in this context any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.
Use of new Technology	<p>The ICB is making increased use of computer technology. Most employees (both clinical and non-clinical) are expected to use automated information systems in their work to improve quality and co-ordination of services, to enable faster and more certain communication.</p> <p>Necessary training will be provided. Compliance with the Data Protection Act 1988, Information Governance and the relevant Computer Usage Policy is expected.</p>
Civil Contingencies Act 2004	All staff will note the Organisation's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004).
Smoking or Vaping	Smoking/Vaping by staff, patients, and visitors, is not permitted anywhere on ICB premises.
General	<p>The post holder:</p> <ul style="list-style-type: none"> • may be required to work at any of the ICB's sites in line with the service needs. • has a duty to create, maintain and enhance effective working relationships, both internally and externally <p>This job description provides an outline of the tasks, responsibilities and outcomes required of the role.</p>

	<p>The job holder will undertake any other duties that may be required which are consistent with the grade and responsibility of the post.</p> <p>This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description reviewed regularly during employment.</p> <p>All staff have a responsibility to participate in the ICB's Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.</p>
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GENERAL INFORMATION ON NHS SOUTH EAST LONDON ICB

Local Context

The South East London Integrated Care System (ICS) brings together the health and care partners that serve our vibrant and highly diverse populations resident in the London boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark - our Places.

Our partnership brings together six local authorities, over 200 general practices (operating within 35 Primary Care Networks), Guy's and St Thomas' Hospital NHS FT, King's College Hospital NHS FT, Lewisham and Greenwich NHS Trust, South London and the Maudsley Mental Health FT and Oxleas FT. Importantly, the ICS seeks to be connected to the communities we serve (circa 1.92m residents) and work with the widest possible range of community, voluntary and third sector groups and organisations in each borough. The reach of our NHS provider portfolios extends beyond the borders of the ICS, across London, the south of England and nationally for some services.

Our vision for the ICS is a highly performing, sustainable system that looks after its staff, responds to its communities and takes action to reduce the inequalities they experience. As a new organisation we have developed a system development plan <https://www.ourhealthiersel.nhs.uk/SDP-8-November-2021.pdf> that outlines the way in which we seek to operate and the steps we will take to realise the full potential of our partnership.

Our ICS is a 'System of systems' and the Integrated Care Board (ICB) that supports it will work with partners that come together as Collaboratives for acute physical and mental health care; and as Local Care Partnerships (LCPs) that provide multi-agency leadership to the development and delivery of borough focused care. The ICB will relate to and work with residents and the bodies that serve them at neighbourhood, borough and south east London wide levels.



Person Specification

CHC Admin Support Officer – Band 4

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Essential	Desirable	Assessment Method
Education / Qualifications Thorough knowledge of administrative procedures, including specialist software packages acquired through experience or formal training to diploma level.	√		A/I
Experience Experience of team working Experience of working in a project focused environment	√	√	A/I
Skills and Abilities Ability to write clear clearly and precisely Ability to prioritise tasks, seeking guidance as required	√ √		A/I
Other A flexible and can-do approach Understanding of confidentiality Team player	√ √ √		A/I

Assessment Method



A = Application	I = Interview	C = Certificate	T = Test
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