

Band 4 Senior Administrator - MSK

Sirona care & health is a Community Interest Company committed to providing local communities with a range of high-quality specialist health and social care. For us, it's about the personal approach; we take pride in what we do and deliver the high standard of care that we'd expect for ourselves and our families.

The essence of Sirona is about 'Taking it Personally' and we work hard to ensure that everyone who comes into contact with us feels welcomed, supported, safe and valued; and these are the experiences we want everyone to have throughout their employment with us.

Every contact we have with individuals makes a difference and our aim is to make that difference a positive one.

Sirona values

- We provide care to the standard we expect for ourselves and our families
- We offer a high-quality environment where the individual feels in control of the care and the support they receive
- We offer a working environment where high quality care and compassion are respected and rewarded
- Our staff focus on the goals of the individual taking into account their inter-related physical, mental and social care needs
- Every member of staff takes personally their responsibility to improve the health and wellbeing of those to whom we provide support
- We nurture a just culture where all staff are supported to deliver to the highest standard and are fairly held to account when they fail to do so

Taking it Personally

Sets out standards of behaviour that have been developed by staff for staff and support Sirona's values. We expect all staff to adhere to the Taking it Personally behaviours to ensure the Sirona

values are upheld at all times. Taking it Personally underpins Sirona's vision to achieve our aim to make a difference by providing health and social care services ensuring that we:

- Focus on individuals, families & communities
- Promote the prevention of poor health and wellbeing and intervene only to support recovery
- Add value to our local communities above what we are contracted to do
- Work with others to ensure joined up services
- Remove unhelpful boundaries between services and professionals
- Continually learn and grow as a Company.

We will ensure that everyone who comes into contact with Sirona feels welcomed, supported, safe and valued in line with our commitment to Taking It Personally.

About the Service

The Musculoskeletal (MSK) Service sits within the Specialist Advice and Support Services (SASS) division. As a group of Specialist Services, we work closely with other health providers such as Primary Care, Acute Hospitals, and other services within Sirona such as the Integrated Network Teams (INTs). We also endeavour to work closely with the voluntary sector to support a pathway approach to managing long term conditions. Sirona Specialist Services have a strong focus on collaborative working, enabling knowledge and skills development, with an emphasis on improving the quality of patient care. The Specialist Services work as role models and an expert resource to ensure that health care professionals within and outside the organisation have access to the right knowledge, skills, and resources so that evidence-based care is embedded as a fundamental principle across all pathways.

The MSK Service encompasses MSK Physiotherapy, MSK Interface and Foot & Ankle pathways. Our MSK Service delivers assessment, diagnosis, and treatment for people with MSK problems or orthopaedic conditions. We also act as an interface between primary and secondary care through providing specialist assessment and management plans.

About your role

You will be a senior member of the Sirona MSK admin team and will be responsible for overseeing the day-to-day work of other members of the administrative team in the defined localities. This will include ensuring optimisation of administrative processes, including appointment booking, workforce allocation, caseload management, patient communication, and post-clinic actions. You will be required to support diary, template and document builds within our electronic notes system (EMIS) and will be responsible for monitoring and supporting data quality, audits, and performance reports. You will also be required to deal with concerns, complaints, and adverse events, escalating to your line manager as appropriate. As a senior member of the administrative team, you will hold line management duties and be responsible for training and mentoring new staff and existing colleagues. You will have negotiation skills to engage others to achieve results. You will also assist the Band 5 admin lead(s) in planning and maintaining adequate staffing levels, including recruitment. There may be a requirement to deputise for a Band 5 admin lead in periods of absence.

Duties described are not exhaustive and may be varied from time to time. The Sirona values are integral to the way you are expected to perform.

Communications

- Provides a professional and courteous service to a range of customers, liaising with patients/clients, carers, families, health professionals and other organisations.
- Will be expected to respond appropriately to unexpected and challenging situations which may include contact with patients in emotional situations maintaining a calm and professional approach supporting and coaching others to do so. (support available)
- Gives non-clinical advice and signposts appropriately, e.g. to other teams
- Manages and escalates issues and risks as appropriate.
- Liaises with colleagues, patients/clients and/or external contacts handling complex messages and complaints including sensitive information to help the team/service run efficiently and effectively.
- Will be expected to adapt communication and use different communications methods according to diverse range of patient/client/customer needs and situations.

- Creates written/electronic correspondence including bespoke letters.
- Responsible for maintaining awareness of developments/priorities at work.
- Line manages, trains and mentors colleagues/new staff, conducting regular one to one meetings and providing wellbeing and emotional support, performance management and professional development.

Planning

- Responsible for organising own and others' time to meet deadlines and co-ordinates and prioritises on-going work of the team, adjusting plans according to team/service aims and priorities.
- Plans staffing requirements, develops and amends rotas, assists in maintaining adequate daily staffing levels.
- Problem solves to manage expectations of patients/clients/customers and achieve outcomes.
- Responsible for resolving conflicting diary appointments/schedules.
- Organises meetings/clinics/service scheduling/events/diaries for others, including agenda setting, taking minutes and follow up actions.
- Expected to follow standard operating procedures (SOPs) and policies to support your role and contribute to ideas for service developments
- Undertakes project administration and leads and oversees small projects.
- Deputises for managers, within own sphere of competence.
- Involved in recruiting new staff, including interviewing and completing new starter requirements.

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Data and resources

- Responsible for expenditure including handling petty cash, authorising and ordering stationery/equipment/supplies.

- Responsible for ensuring that procedures and record keeping relating to medical devices and/or other equipment are developed and followed appropriately.
- Designs and manages local data/record systems.
- Creates and maintains accurate records and documents (paper/electronic) in line with information governance, documentation and confidentiality guidelines.
- May be required to undertake audio typing and/or digital dictation and which may incorporate complex medical terminology.
- Collates and inputs data, produces reports/charts, e.g. CQC assurance and support to business continuity plans.
- Participates in and supports the collation of data for surveys and audits as required, e.g. performance reporting, situation reports and CQC assurance
- Assists with office management and safety, e.g. manages loan working, supports fire testing and warden roles, waste management and reports building issues to appropriate external agencies
- May be required to transport equipment, stationery and supplies as required.

Other

- Some posts require unsociable hours and travel, sometimes at short notice to meet service needs.
- Some posts allow an element of working from home.

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Person Specification

It is important that you can demonstrate you meet the following requirements in your job application, during the selection process and throughout your employment

Education and Qualifications:

- Significant practical experience in a wide range of relevant administrative procedures, preferably supported by an NVQ 3 in administration or equivalent training/demonstrable experience.

- Numeracy and Literacy level 2 qualification or equivalent demonstrable experience.
- Evidence of undertaking personal/professional development.
- Willingness to undertake training required for the role.

Knowledge of:

- How to train/mentor others and, where relevant to the role, how to line manage others.

Experience of:

- Administration work relevant to the position applied for.
- A range of administrative processes (typing, minute taking, data management/analysis).
- Handling information confidentially and securely.
- Collating and producing data/information in a reader friendly way.
- Delivering excellent customer service on the telephone and in person.
- Frequent, non-routine problem solving
- Diary management and organising meetings/clinics/events.
- Working in a health/social care or service-oriented organisation (desirable).

Skills and Abilities:

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- Administration skills relevant to the role.
- Range of IT skills including electronic communication, text processing, spread sheets and data bases
- Ability to undertake audio typing/digital dictation and understanding of complex medical terminology.
- Effective interpersonal and written communication skills.
- Able to communicate calmly and professionally with patients/ clients/visitors/others who may

demonstrate challenging behaviour.

- Able to work well in a team environment but also acts on own initiative.
- Able to supervise others and deputise for managers, within own sphere of competence.
- Able to prioritise time and tasks.
- Positive approach to change, and supporting others through change.
- Able to show resilience under pressure, with access to appropriate support.

Other Requirements:

- Flexible to meet service needs which can be unpredictable.
- Ability to travel efficiently to other work bases eg by car or other appropriate means, as reasonably requested.
- Willingness to work unsociable hours where required.
- Some posts require rotation between teams and/or shift patterns.

Additional role-specific requirements:

See the “About your role” section and/or the job advertisement.

Important Things You Should Know

All Sirona staff are expected to work within defined policies and procedures. Some of the key expectations are summarised below.

For further guidance see the policy documents on our website or ask your manager.

Learning and Development	Infection Prevention and Control	Making Every Contact Count (MECC)	Procedures
<p>You will be required to undertake learning and development activities relevant to your role as part of your induction and ongoing statutory and mandatory training, as a minimum. Full details of training modules for your job role will be shared with you as part of your</p>	<p>You may be required to undergo (and provide such evidence of compliance or appropriate medical exemption as is reasonably required) health screening, medical examination or precautionary measures, including x-ray, immunisation or vaccination, as may be deemed necessary by Sirona care & health and/or government legislation.</p> <p>Infection Prevention and Control</p>	<p>Staff across Health and Social care has many contacts every day with individuals and are ideally placed to promote and engage in conversations about their health and lifestyle. Staff are required to support and encourage individuals to make positive changes to their physical and mental health and wellbeing, including directing them to local services that can support them in making positive changes.</p> <p>MECC focuses on the lifestyle</p>	<p>You will be required to understand and comply with your responsibilities in relation to:</p> <ul style="list-style-type: none">• Information Governance, Data Protection & Confidentiality• Health & Safety• Moving & Handling• Equality, Diversity & Inclusion• Raising concerns• Wellbeing• Conflict resolution

induction.	is everybody's responsibility. Compliance with all infection control policies, procedures and guidelines will form an integral part of practice for all staff. An infection prevention module will be included in your induction. All staff will be responsible for familiarising themselves with the Infection control policies and guidelines.	issues that, when addressed, can make the greatest improvement to an individual's health: <ul style="list-style-type: none"> • Stop smoking • Alcohol intake and staying within the recommended limits • Healthy eating • Physical activity • Keeping a healthy weight • Improving health and wellbeing 	<ul style="list-style-type: none"> • Professional/other codes of conduct
<p>Safeguarding</p> <p>We are committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all staff to share this commitment and promote safeguarding by implementing policies and</p>			

<p>procedures, acting promptly on concerns, and sharing information appropriately. Training modules on safeguarding will be included in your induction.</p>			
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