

JOB DESCRIPTION

POST TITLE:	Single Point of Access Administrator/Reception Team
BAND:	3 (Subject to Agenda for Change)
HOURS:	37.5 hours per week
LOCATION:	The Oaktree Centre, Huntingdon
REPORTING TO:	Lead Administrator SPA/Reception
RESPONSIBLE TO:	Lead Administrator SPA/Reception
ACCOUNTABLE TO:	Physiotherapy Clinical and Service Lead – Paediatrics/Therapy Lead for Administration

Cambridgeshire Community Services NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Job Purpose:

The role is to act as the first point of contact for referrals/information/advice and signposting for the Cambridgeshire Children and Young People's (CYP) Specialist Services and so ensure that every service user is able to speak to the right person, in the right place, at the right time.

The role also supports the Specialist Services administration services for CYP, performing a range of administrative duties in addition to providing support and cover for the reception team in the post holders base of work.

Main Duties and Responsibilities

1. Receiving and dealing with calls, emails, correspondence and other contacts from service users and professionals and handling these as required, in order to coordinate care according to agreed protocols and pathways.
2. Recognising the extent of their competency and identifying when referral to a clinician is required in accordance with agreed standard operating procedures.
3. Recording details of all contacts with service users and other professionals using SystemOne (S1) and other systems as appropriate.
4. Ensuring that follow up actions from calls, emails, correspondence and other contacts are progressed efficiently and effectively.
5. Completing administration tasks on S1, including scanning onto patient records, registering referrals, checking tasks, updating service user information, running routine reports and registering service users who have transferred in.
6. Confirming appointments via S1.
7. Booking interpreters as requested by clinicians and following up bookings as required.
8. Management and maintenance of meeting room calendars.
9. Completing other routine administration tasks as requested such as scanning, photocopying, sending out letters/reports, ordering, etc.
10. Providing support and cover for Reception Team, as required, in the post holders base of work.

Communication

1. Acting as the first point of contact for service users and professionals; providing and receiving all communications efficiently and effectively, demonstrating a customer service attitude, especially where there may be barriers to understanding or contentious discussions.
2. Using tact and diplomacy to de-escalate emotive situations.
3. Acting in accordance with the Trust's complaints procedure where required.
4. Maintaining positive relationships and communicating with colleagues across the service.
5. The post holder will be required to handle sensitive information provided by service users in a confidential manner.
6. Providing and receiving routine information from the following:
 - Managers at all levels throughout Cambridgeshire Community Services (CCS) NHS Trust
 - CCS employees
 - Service users
7. Contribute to CCS' internal communication strategies ensuring effective two-way communication and engagement within the organisation.

Budgetary Responsibility

1. Orders stationery, maintains stock control as required.
2. Ensure cost effective and efficient use of equipment and resources.

People Management

1. Maintaining own professional development and requirement to take part in appraisal and KSF process.

Clinical and Practice Governance

1. Observe and maintain strict confidentiality with regards to any patient/family/staff/records and information in line with the requirements of the Data Protection Act.
2. Any data that is taken/shared as part of a phone call or transported, faxed, or transferred electronically must be undertaken with regard to the Trust Information Governance and Information Security policies.
3. The post holder must adhere to the Trust risk assessment and risk management processes
4. The post holder must adhere to infection control policies and procedures
5. Undertake mandatory training and any other training relevant to the role as required by Cambridgeshire Community Services NHS Trust.
6. The post holder must participate in clinical and safeguarding audits as required
7. The post holder is required to participate in relevant emergency preparedness process for their team.

General

Safeguarding people responsibility

- Safeguarding children and adults at risk of abuse or neglect is a collective responsibility.
- There is an expectation that all staff develop and maintain their role relevant safeguarding people competencies and comply with local safeguarding partnerships practice. Alongside this employee who are registrants are reminded of their professional duty of care.
- Safeguarding means protecting a citizen's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect. It is an integral part of providing high-quality health care.

- Those most in need of protection include:
 - Children and young people
 - Adults at risk, such as those receiving care in their own home, people with physical, sensory, and mental impairments, and those with learning disabilities.

The post holder must at all times carry out their duties with regard to Cambridgeshire Community Services NHS Trust Workforce Diversity and Inclusion Policy.

To be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, and staff.

All post holders must adhere to the code of conduct on confidentiality and be aware of and adhere to all Trust policies and procedures.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within the Trust.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact wherever possible. This will include recycling, switching off lights, computers, monitors, and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Date: April 2024

PERSON SPECIFICATION

Job Title: Single Point of Access Administrator	Band: 3 <i>(Subject to Agenda for Change)</i>
Directorate: Cambridgeshire CYP	Date: April 2024

* Assessed method A= Application I= Interview T= Test R= References

Essential Criteria	*	Desirable Criteria	*
Qualifications and Training <ul style="list-style-type: none"> GCSE English and Maths Grade C and above or equivalent qualification NVQ 3 or equivalent experience 	A/I T/R		A/I T/R
Experience <ul style="list-style-type: none"> Experience within an administrative role Experience of working in a customer service environment/with the public 	A/I	<ul style="list-style-type: none"> Experience of working within children's services or in an NHS environment Experience of using SystmOne Experience in a reception/spa role Experience of working across multiple teams 	A/I
Skills <ul style="list-style-type: none"> Excellent communication and interpersonal skills Effectively priorities and co-ordinates own work Standard keyboard skills Ability to use Microsoft Office packages such as Word, Outlook, Excel and PowerPoint. Ability to work flexibly as part of a team Excellent time management skills Ability to use initiative without close supervision Ability to handle conflict/empathise with service users who may be in stressful situations Working knowledge of outlook Have good attention to detail and to be able to check own work 	A/I/T /R		

Safeguarding and promoting the welfare of children and young people/vulnerable adults <ul style="list-style-type: none"> • Ability to safeguard and promote the welfare of children and young people/vulnerable adults • Demonstrates understanding of safeguarding issues • Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances. • Has a good understanding of the Safeguarding agenda • Can demonstrate an ability to contribute towards a safe environment 	A/I		
Working within Professional Boundaries <ul style="list-style-type: none"> • Accepts responsibility and accountability for own work and can define the responsibilities of others • Recognises the limits of own authority within the role • Seeks and uses professional support appropriately • Understands the principle of confidentiality • Demonstrates professional curiosity 	A// R		
Emotional Awareness <ul style="list-style-type: none"> • Aware of the range of emotions in self and others • Demonstrates empathy for the concerns of others • Listens to and understands directly and indirectly expressed feelings • Encourages others to express themselves openly • Manages strong emotions and responds constructively to the source of problems • Shows respect for others' feelings, views and circumstances • In highly stressful situations keeps own feelings in check, takes constructive action and calms others down. • Has a range of mechanisms for dealing with stress, can recognise when to use them and does so • Listens to personal comments without becoming defensive 	A// R		
Self-awareness <ul style="list-style-type: none"> • Has a balanced understanding of self and others • Has a realistic knowledge of personal strengths and areas for development • Can demonstrate flexibility of approach 	A// R		

<ul style="list-style-type: none"> Shows a realistic appreciation of the challenges of working with children and young people/vulnerable adults 			
Other		<ul style="list-style-type: none"> Ability to travel across the County sometimes at short notice 	A/I

