



JOB DESCRIPTION

1. General information

JOB TITLE: Greenwich Care Homes Complex Case Management Team Administrator

GRADE: Band 3

DIRECTORATE: Greenwich

HOURS OF WORK: 22.5 hours

RESPONSIBLE TO: Complex Case Manager (Line Manager)

ACCOUNTABLE TO: Service Manager

BASE: Memorial Hospital

At Oxleas NHS Foundation Trust, we offer a wide range of NHS healthcare services to people living in South-East London and to people in prison across England. Our wide array of services includes community health care, such as district nursing and speech and language therapy, care for people with learning disabilities and mental health such as psychiatry, nursing, and therapies.

Oxleas is a great place to work. It has been recognised as one of the Top 10 Best Places to Work 2023 by the Sunday Times amongst very big employers. Our staff survey results show that we are in the Top 5 in England and the highest in London for staff experience amongst similar trusts.

"We are always delighted to welcome new colleagues to the Oxleas family. We care about making Oxleas a great place to work - it's a big priority in our strategy. Come and join us - it's a place where our values, teamwork, equity, and wellbeing matter and where you can really help to improve people's lives."

A handwritten signature in black ink, appearing to read 'Ify Okocha'.

Ify Okocha
Chief Executive

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care. Our values are very important to us. They help Oxleas to be a great place to work.

Overview of the Post

To provide efficient and comprehensive administration to the Greenwich Care Homes Complex Case Management Team. This involves processing referrals to the service ensuring appropriateness and accuracy of information. Ensure that all computer systems and databases are up to date with relevant information. Co-ordinate Multidisciplinary meetings between a variety of organisations. The post holder will be expected to act as a central point for information and communication for the team

Key Task and Responsibilities

- Act as the first point of contact to clients on the telephone, maintaining calmness, politeness and good customer relationship skills at all times.
- Provide a point of contact for the members of the Greenwich Care Homes Complex Case Management Team by telephone and written correspondence
- Co-ordinate and take minutes for Multidisciplinary meetings between staff from different organisations.
- Ensure reports and relevant assessments are sent out prior to Multidisciplinary meetings
- Take clear, legible and concise messages for members of the team. Forward messages to staff members in a timely manner
- To effectively analyse and respond to situations as they arise, problem solving and alerting appropriately.
- To process the timely management of referrals
- To use Mosaic, RIO and Urgent Care Plan to ensure that referrals are processed and that information is updated when needed.
- Arrange appointments with service users ensuring clear communication and documentation on the relevant IT system
- To follow-up and provide feedback for referrals inappropriate for Greenwich Care Homes Complex Case Management Team and advise future suitable action.

- Maintain client databases and provide statistical information as required
- To gather data as requested, for example, activity data and statistics, providing punctual and accurate information following departmental and local trust guidelines as required on a weekly, monthly and quarterly basis.
- To process discharged files ensuring database recording to facilitate efficient retrieval of files and organise external archiving of information in line with Trust policy.
- To direct work undertaken by bank or administration support staff, ensuring their awareness and compliance with local trust guidelines and policies as required.
- To support the Team Manager to maintain records relating to study leave, sickness and annual leave, by use of diary and/or Healthroster, on a monthly basis.
- To contribute to improvements in service delivery
- To participate in the organisation and coordination of study days or training.
- To maintain an efficient filing and discharge system to facilitate the efficient case management for the team to include archiving files according to Trust policy.
- Demonstrate flexibility and negotiation skills with team members and patients in terms of appointment availability; implement solutions and strategies to participate in a team environment, seeking advice and support where necessary.
- To ensure the 'end of day safety' mobile phone system is completed daily, and logged
- To book venues for meetings and organise refreshments as requested.
- To ensure issues regarding Health and Safety risk management or associated policies and guidelines, are reported to the Operational Manager.
- To undertake any other tasks appropriate to the post including general administrative duties, typing support, minute taking and other functions in order to enable the team to provide an effective service.

Management responsibilities

- Manage own workload, prioritising as necessary according to the needs of the service.
- Manage referrals ensuring timelines are adhered to.
- Assist in ensuring an adequate supply of stationery and equipment is available and equipment is maintained.

Leadership

- To provide training support in admin processes and IT developments, particularly to new members to the team
- Influence and contribute to the development of admin processes

Research

- Participate with the team to collect information related to audits being undertaken within the service.

Communication

- Communicate relevant medical/social information, assessment details, advice and recommendations across agencies following local and professional guidelines for sharing information and consent. This would include Consultants, GPs, Social Services, health professionals and voluntary agencies.
- Work in a co-ordinated, multi-disciplinary manner, communicating effectively with other team members and the wider clinical and social care network involved in client care.
- Convey complex and sensitive information relating to clients using skill in situations where there may be barriers to communication ie use of interpreters, receptive/cognitive pathologies or excess noise.
- Be able to adapt complicated and sensitive information into a simplified form to clients who may be seriously ill or have complex or long-term conditions.

Terms and Conditions

The post holder is subject to the terms and conditions of OXLEAS NHS FOUNDATION TRUST. This Job description gives an outline of the post and is subject to review in consultation with the post holder.

Confidentiality

The Post holder must maintain the confidentiality of information about patients, staff, and other health service business in accordance with Trust Policy.

Risk Management

The Post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

Infection Control

All staff are required to be familiar with the Trusts infection control policies, and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

Equality, Diversity and Human Rights

Oxleas is an organisation which values difference and promotes equality, diversity, and inclusion. Our Equality and Human Rights Policy and Strategy are designed to ensure that all our staff (including agency, bank, students, volunteers, and contractors) as well our service users, carers and members of the public are treated with dignity and respect. The Trust policies, procedures and practices are reviewed regularly to ensure that everyone who falls under the list of Equality Act 2010 protected characteristics does not suffer discrimination, either directly or indirectly. The current list of protected characteristics includes Age; Disability; Gender Re-Assignment; Marriage and Civil Partnership; Pregnancy & Maternity; Race; Religion and Belief; Sex and Sexual Orientation.

Health & Safety

All staff must be aware of the responsibility placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, patients, and visitors.

Professional and NHS Codes of Conduct

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS Staff'.

Safeguarding

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

Financial Management and Control of Resources

All staff are responsible for the security and the property of the Trust, avoiding loss or damage and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's Policy relating to the Financial Management and Control of Resources'.

Customer Care

It is the aim of the Trust to provide patients and clients with the best possible care. All staff are required to put the patient/client first and do their utmost to meet requests and needs courteously and efficiently.

Personal/Professional Development Planning/Mandatory Training

All staff should have a personal development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities. All staff are required to attend mandatory training as designated by the Trust.

Sustainability

Demonstrate social and environmental responsibility and help establish Oxleas NHS Foundation Trust as a sustainability leader. Collaborate to contribute to or lead change management towards Oxleas NHS Foundation Trust goal of reaching Net Zero by 2040 as stated in the Green Plan.

No Smoking

Oxleas NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises.

3. Our Values

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care.

Our values are very important to us. They help Oxleas to be a great place to work. We want everyone who works at Oxleas to live our values and we will expect this of all our new joiners.

Our Values and Behaviours framework describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust Website: [Our values - Oxleas NHS Foundation Trust](#)



Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name

