

Job Title: Administrator

Band: 3 - 4

Responsible to: Team Lead

Accountable to: Service Manager

Base: Posts available across London

JOB PURPOSE

The post holder's responsibilities are to support clinical services to manage the daily demand of referrals and to effectively prioritise incoming referrals into urgent and non-urgent.

The post holder is responsible for processing and registering new referrals, booking clinics, updating waiting lists and communicating appointment related information to patients, carers and health professionals. They aim to make effective use of resources, reduce duplication and ensure that referrals are effectively and safely managed through the system. They also ensure appropriate referrals are accepted and any urgent needs highlighted to the appropriate clinical services.

MAIN DUTIES AND RESPONSIBILITIES

OPERATIONAL

- Process new referrals in accordance with local Standard Operating Protocols (SOPs)
- Book clinics and appointments and manage cancellations or amendments in a timely manner
- Maintain health records as required and according to local SOPs
- Utilise relevant electronic patient record systems to enter and retrieve patient data ensuring all details are accurately recorded in a timely manner
- Provide accurate confirmation of appointments to patients
- Maintain the integrity of patient data on electronic patient records, including the creation and update of records
- Work closely with relevant departments to ensure that notes are prepared and available and that necessary clinical information has been obtained in time for clinics, where appropriate
- Type clinic letters including audio typing if appropriate, reports, correspondence and other documents within agreed time scales and to agreed standards.
- Undertake photocopying, faxing, scanning of confidential and non-confidential information.
- Work with telephonic equipment and computer software.
- Participate in team meetings, including typing and distributing minutes
- Take initial responsibility for the local resolution of problems that may arise with staff/clients. To deal with complaints according to CLCH policy and procedures.
- Undertake audits and surveys as requested
- Support with rota monitoring to ensure that clinical capacity is fully utilised
- Support the ordering, monitoring and maintenance of stationery and stock.

- Organise interpreters and transport to support clinical apts according to local SOPs
- Take initiative in suggesting improvements to administrative process ensuring the process remains efficient and cost effective
- Administer processes to collate satisfaction feedback from patients and referrers
- The post holder will prioritise and manage his or her own workload on a day-to-day basis
- To carry out smart card re-authentication as appropriate
- Support with training of new team members

COMMUNICATION

- Communicate effectively by competent use of email, telephone, written and face-to-face communication according to guidelines and customer care standards
- Responsible for answering and actioning calls coming within designated timeframes and in a professional manner
- Work with colleagues to ensure service information provided to referrers and patients are correct and up to date
- Appropriately escalate any patient or referrer complaints/incidents that come into the team, in a courteous, effective and efficient manner respecting the confidential nature of such information

TRAINING & PERSONAL DEVELOPMENT

- To participate in on the job learning, this includes shadowing experienced staff, reading up on service and CLCH policies, asking for guidance, and asking questions to clarify points of knowledge, experience and understanding
- Responsible for own personal development

GOVERNANCE

- Undertake statutory and mandatory training
- Being responsible for health and safety, data protection and information governance

ADDITIONAL INFORMATION

Trust Vision, Values and Behaviours

The Trust has a clear strategic vision in place: **to lead out-of-hospital community Healthcare**. The post-holder is expected to have a good understanding of how this post contributes to the achievement of the Trust vision.

The Trust expects all staff to share the values which are important to the Trust and to behave in a way that reflects these values.

The Trust values are:

- **We put quality at the heart of everything we do**
- **We value our relationships with others**
- **We deliver services we are proud of**
- **We make a positive difference in our communities**

Our values and behaviours:

QUALITY:

We put quality at the heart of everything we do.

1. I take responsibility for the standard and outcomes of my work
2. I provide services which are safe, effective and deliver a good experience
3. I use best practice and feedback to innovate and constantly improve my service

RELATIONSHIPS:

We value our relationships with others.

1. I work collaboratively and in partnership
2. I am caring compassionate and kind
3. I support the development of skills talents and abilities

DELIVERY:

We deliver services we are proud of.

1. I treat people with courtesy dignity and respect
2. I work hard to achieve the aims of my service and the organisation
3. I make the best use of resources and provide value for money

COMMUNITY:

We make a positive difference in our communities.

1. I am visible accessible and approachable
2. I ensure people, partners and purchasers are actively engaged in planning service and care
3. I embrace difference, diversity and fairness

Professional Standards

All staff must comply with the Central London Community Healthcare (CLCH) NHS Trust Staff Code of Conduct and demonstrate the Trust's Values and Behaviours. Senior Managers must also comply with the NHS Code of Conduct for Managers, based on the Nolan principles of public accountability. All staff employed in recognised professions are required to ensure they work to the professional standards and/or Codes of Practice set out for their professional group. In addition staff are required to demonstrate the Customer Care Standards of the organisation.

Equal Opportunities and Dignity at Work

It is the aim of CLCH NHS Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end CLCH NHS Trust has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

Performance Appraisal and Development Review (PADR)

All staff will actively participate in the annual Performance Appraisal and Development Review (PADR) process with their line manager. All staff should have SMART objectives and a personal/professional development plan. Objectives and personal development plans should be reviewed together on an ongoing basis through regular one to ones and/or supervision. In conjunction with their manager, all staff should actively identify and pursue agreed learning and development opportunities. All managers are required to carry out annual Performance Appraisal and Development Reviews with their direct reports and support their appraisee to achieve their objectives through ongoing management supervision and one to one meetings.

Safeguarding

CLCH NHS Trust is committed to safeguarding and protecting children and vulnerable adults. All health employees have a responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

Confidentiality and Data Protection

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with, and adhere to CLCH's NHS Trust Records Management Policy. Staff should be aware that patients' records throughout CLCH NHS Trust will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with CLCH NHS Trust Policy.

Health and Safety

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and CLCH NHS Trust Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by CLCH NHS Trust to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within CLCH NHS Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Infection Control

All staff are required to follow CLCH NHS Trust infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

No Smoking Policy

There is a no smoking policy in operation in CLCH NHS Trust. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

Engaging patients and the public

CLCH NHS Trust is committed to putting patients, their carers and the public at the heart of everything we do. **Engaging People is everybody's responsibility – regardless of the job that you do.**

Everyone is responsible for encouraging people to be engaged in decisions about their care and treatment, through providing information and responding to concerns. All staff should seek people's views about services, respond to feedback and actively involve people to find solutions to meet expectations, where possible. All staff should take part and promote Trust-wide activity, such as Patient Reported Experience Measures (PREMs) and promoting the recruitment of new Foundation Trust members. All staff should take a note of any feedback that you receive from patients and feed this back to your manager or through complaints and compliments procedures.

Job Description

The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the postholder.

Person Specification
Job Title: SPA Administrator

Factors	Criteria	Assessment
Education/Qualification		
Essential	<ul style="list-style-type: none"> • Good literacy and numeracy, general education • Educated to NVQ3 in admin or equivalent combination of NVQ2, courses and experience 	AF/IV
Experience		
Essential	<ul style="list-style-type: none"> • Secretarial/administrative experience in an office environment • Experience of working with the general public in a customer service role • Experience of inputting to databases, spreadsheets and/or other IT Systems and business applications used in the office environment 	AF/IV
Desirable	<ul style="list-style-type: none"> • Experience of working in a health care environment 	AF/IV
Skills and Knowledge		
Essential	<ul style="list-style-type: none"> • Understanding of the need for confidentiality • Ability to create and structure office systems e.g. filing, stationery and equipment ordering • Competent in the use of Microsoft Office (e.g. Word, PowerPoint, Excel, and Outlook) • Accurate copy typing • Able to work at speed whilst maintaining accuracy (assessed via a test at interview) • Excellent verbal and written skills • Demonstrates excellent customer service skills • Able to prepare routine correspondence independently • Good organisational skills • Able use own initiative to plan and prioritise own workload to meet deadlines • Ability work effectively in a team • Excellent attention to detail • Ability to work and adapt to a changing environment • Ability to work autonomously and to standard operating procedures • Evidence of excellent organisational skills • Self-motivated • Reliable, flexible & adaptable • Ability to use initiative • Creative & innovative • Ability to stay calm and focused 	AF/IV
<p>* Assessment will take place with reference to the following</p> <p>AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</p>		

Terms & Conditions of Service

Post Title	Administrator
Base	Civic Centre, Merton
Band	3
Contract Type	Permanent
Hours	37.5
Salary	Basic rate + HCAS + 12.07% Holiday pay
Pensions	You will automatically join the NHS Pension Scheme, but it is possible to opt out and make your own private pension arrangements.
Annual Leave	Dependent on NHS Service

Sick Pay

Continuous Employment Period	Period of Full Pay	Period of half pay
Up to 12 months	1 month	2 months
Over 1 year and up to 2 years	2 months	2 months
Over 2 years and up to 3 years	4 months	4 months
Over 3 years and up to 5 years	5 months	5 months
Over 5 years	6 months	6 months

Probation Period:

All posts in CLCH are subject to a 6 month probationary period, during which time you will be expected to demonstrate your suitability for the post. This does not apply to current employees.

Nationality:

This post is open to UK nationals, EU and certain non-EU citizens. Other nationals must be free from any restriction to reside or take up employment in the UK, in order to be considered for this post.

Notice Period:

4 weeks.

Method of Payment:

Monthly direct credit transfer into bank or building society.

No smoking policy:

The Trust has a no smoking policy.