

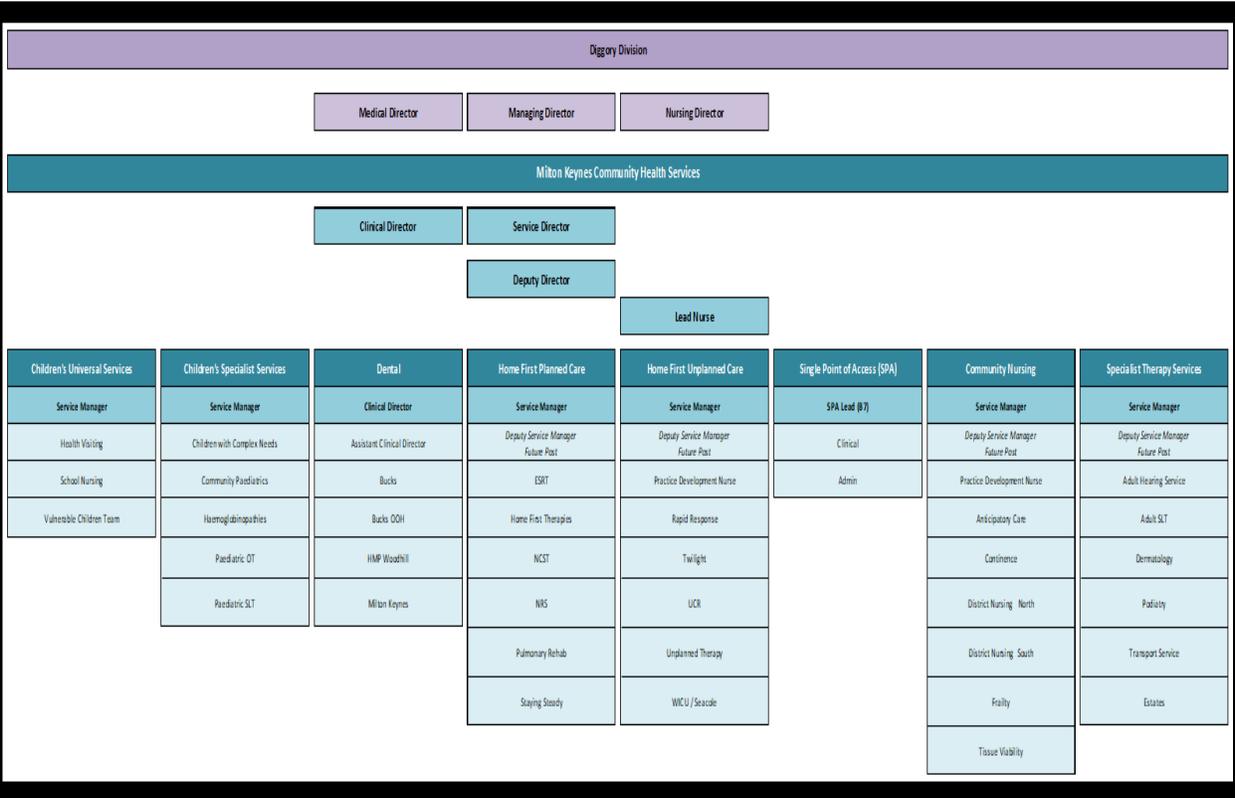
**JOB DESCRIPTION**  
**(To be read with the NHS KSF outline of this Post)**

POST TITLE:	Administrator for Home 1st Unplanned Care
PAYBAND:	Band 3
HOURS OF WORK:	TBC
OTHER POST DETAILS:	Part time
BASE:	Whalley Drive-Bletchley
SERVICE:	Home 1st
DIRECTORATE:	Diggory
REPORTS TO:	Home 1 <sup>st</sup> PA and Administration Manager
PROFESSIONALLY ACCOUNTABLE TO:	Home 1 <sup>st</sup> PA and Administration Manager
ACCOUNTABLE TO:	Home 1 <sup>st</sup> Service Manager
DATE:	March 2024

<b>1. MAIN PURPOSE OF JOB</b>	
	<p>The focus of this post is to manage and provide efficient, high quality, clerical and administrative support and public relations across all of the teams within Home 1st and ED Hospital Front door.</p> <p>In addition, the role has responsibility for the monitoring of service activity and other performance indicators requiring the inputting of all data and preparing and submitting regular reports to the Clinical Commissioning Group</p>
<b>2. PRINCIPAL DUTIES</b>	
	<ul style="list-style-type: none"> <li>• To maintain up to date records on the patient system with regards to client's referral and discharge process.</li> <li>• To be responsible for the scanning and uploading of documents onto the patient system and attaching to relevant patient files.</li> <li>• To answer the telephones and deal with referrals/queries for the service, directing all calls promptly and efficiently.</li> <li>• To collect and collate post (incoming and outgoing).</li> <li>• To monitor and order stock of stationary, PPE, Uniforms, Medicines and nursing supplies.</li> <li>• To take and transcribe minutes for team meetings across Home 1<sup>st</sup>.</li> <li>• To collect, record and display patient feedback for all Home 1<sup>st</sup> teams.</li> <li>• To assist the administration team with other admin duties and act as a point of contact when they are not available.</li> <li>• To report any issues with the I.T computer system and telephone system to the appropriate person in a timely manner.</li> <li>• To report building issues to Estates and facilities in a timely manner.</li> <li>• To provide on the job training in the use of the computer system to any new staff as required.</li> </ul>

	<ul style="list-style-type: none"> <li>• To ensure that information regarding sickness/absence of staff is communicated to the manager and team leads immediately.</li> <li>• To cover colleague's absence as required.</li> <li>• To contribute to the development of an effective Home 1<sup>st</sup> service.</li> <li>• Fire Warden duties.</li> <li>• Generate data reports Weekly, monthly, quarterly or as necessary.</li> <li>• Any other delegated duties considered appropriate for this post.</li> </ul>
3.	<b>PERSONAL RESPONSIBILITY (ORGANISATIONAL EXPECTATIONS)</b>
	<p>In order to fulfill the job responsibilities and the environment in which these responsibilities are carried out the job holder is required to:</p>
	<ol style="list-style-type: none"> <li>1. Maintain the <b>highest standards of care and service</b>, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.</li> <li>2. Be aware of and follow at all times the relevant <b>National and Local code of practice</b> in relation to their role and function. If you are in a post that requires registration with a professional body you are required to maintain that registration with the appropriate professional body.</li> <li>3. Protect the <b>confidentiality</b> of personal information that you hold unless to do so would put any one at risk of significant harm. Keep accurate and professional records and information about staff, patients and clinical care, using the document based and computer based systems in operation in the Trust. Work in accordance with local policies and procedures and the statutory frameworks which govern confidentiality and data protection, information-sharing and disclosure.</li> <li>4. Take reasonable care of <b>Health and Safety</b> at work for you, your team and others; ensure compliance with health and safety standards and legislation; attend all relevant Health and Safety mandatory training.</li> <li>5. Take responsibility for attending and participating in all <b>mandatory &amp; essential training</b> to ensure the safe and efficient functioning of the trust and/or safety and wellbeing of other staff and the patients you provide services for.</li> <li>6. Participate in the <b>appraisal process</b> on a minimum of an annual basis in accordance with the Personal Development Review Policy to explore and identify development needs to ensure that you are able to fulfill your job role and meet all objectives set through the process.</li> <li>7. Be familiar with and comply with, trust policies for <b>infection control and hand hygiene</b> in order to reduce the spread of healthcare-associated infections. This will include a requirement to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections, including correct uniform and dress code policy, the use of personal protective equipment policy.</li> <li>8. <b>Safeguard</b> and promote the welfare of <b>children and vulnerable adults</b> by being aware of and working in accordance with statutory guidance and local policies and procedures and attending training to a level required to ensure that you are competent to fulfill your responsibilities.</li> </ol>

	<p>9. Not discriminate against patients or staff and to adhere to equal opportunities and human rights legislation; acting in ways that support <b>equality, value diversity and respect human rights</b></p> <p>10. Abide by locally agreed <b>policies and procedures</b> and ensure you familiarize themselves with such policies which can be found on the trust intranet our preferred method of communication. Staff who cannot access the intranet should contact their line manager.</p>
<b>4.</b>	<b>JOB DESCRIPTION STATUS</b>
	<ul style="list-style-type: none"> <li>• This job description is indicative only and the role will be reviewed at least annually as part of the Personal Development Review process to take account of changing needs /development of the service.</li> <li>• To meet the evolving needs of the organization you may also be required to provide cover in other areas following appropriate discussion.</li> </ul>
<b>5.</b>	<b>ORGANISATIONAL COMMITMENT</b>
	<p><i>Milton Keynes Community Health Services is committed to providing quality health &amp; social care services, tailored to the needs of individuals, public &amp; private organizations, delivered close to home. Our services are designed to increase well being &amp; provide opportunities for recovery. We want our employees to feel valued, challenged &amp; supported.</i></p> <p>Our commitment as an employer &amp; in accordance with the NHS constitution is to provide you with:</p>
	<ol style="list-style-type: none"> <li>1. Clear roles and responsibilities and a rewarding job so that you can make a difference to patients, their families and carer's and communities.</li> <li>2. Personal development, access to appropriate training for your job and line management support to succeed.</li> <li>3. Support and opportunities to maintain your health, well-being and safety and an environment free from harassment, bullying or violence.</li> <li>4. A good working environment with flexible working opportunities, consistent with the needs of patients and with the way that people live their lives.</li> <li>5. Fair treatment that is free from discrimination.</li> <li>6. Opportunities to engage in decisions that affect you and the services you provide, individually, through representative organisations and through local partnership working arrangements.</li> <li>7. Opportunities to enable you to be empowered to put forward ways to deliver better and safer services for patients and their families.</li> </ol> <p>(Reference NHS Constitution January 2009)</p>
<b>9.</b>	<b>ORGANISATIONAL CHART</b>



## PERSON SPECIFICATION

**POST TITLE: Administrator for Home 1st**

**PAY BAND: 3**

REQUIREMENT FOR THIS POST				HOW TESTED
		Essential	Desirable	
<i>*Include requirement to meet KSF competencies for the post</i>				
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Relevant NVQ's Level 2</li> <li>Good general education up to GCSE's or equivalent.</li> </ul>	√	√	Application form Application form
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous Administration Role</li> <li>Customer Service</li> <li>NHS experience</li> <li>Experience using IT systems</li> <li>Experience of taking minutes</li> </ul>	√ √  √	  √ √	Application Form/ Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Microsoft office applications</li> <li>Understanding of confidentiality in the workplace. Demonstrates awareness of data protection and information sharing issues.</li> </ul>	√ √		Application form/ Interview
<b>Key Skills/Abilities</b>	<ul style="list-style-type: none"> <li>Literate, numerate, excellent oral and written communication skills.</li> <li>Competent computer skills including the use of Microsoft office, System one.</li> <li>Keyboard skills for regular use of computer systems.</li> <li>Good customer service skills.</li> <li>Ability to develop &amp; maintain high standards of verbal communication with people about difficult matters and in difficult situations.</li> <li>Ability to prioritise and plan own workload to meet deadlines and competing demands.</li> </ul>	√  √ √ √  √		Application form Interview
<b>Personal disposition</b>	<ul style="list-style-type: none"> <li>Ability to work as part of a team and be able to work independently</li> <li>Ability to maintain quality in own work.</li> </ul>	√  √		

	<ul style="list-style-type: none"><li>• Willingness to work flexibly and to travel to other locations if required.</li></ul>	√		
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## AGENDA FOR CHANGE KNOWLEDGE AND SKILLS FRAMEWORK

**The following sets out the broad knowledge & skills outline for the post: ie the knowledge & skills you need to apply in your work in order to deliver quality services**

*(A more detailed full outline is available against which you will be monitored via the personal development review process.)*

<b>Core Dimensions</b>	<b>Level Descriptor</b>	<b>KSF level</b>
Communication	Develop & maintain communication with people about difficult matters and / or in difficult situations	3
Personal and people development	Develop own skills and knowledge and provide information to others to help their development	2
Health, Safety and security	Assist in maintaining own and others' health, safety and security	1
Service Improvement	Contribute to the improvement of services	2
Quality	Maintain the quality of own work	1
Equality and Diversity	Act in ways that support equality and value diversity	1
Information Processing (IK1)	Modify, structure, maintain and present data and information	2
Information Collection and Analysis (IK2)	Gather, analyse, interpret and present extensive and/ or complex data and information	3

