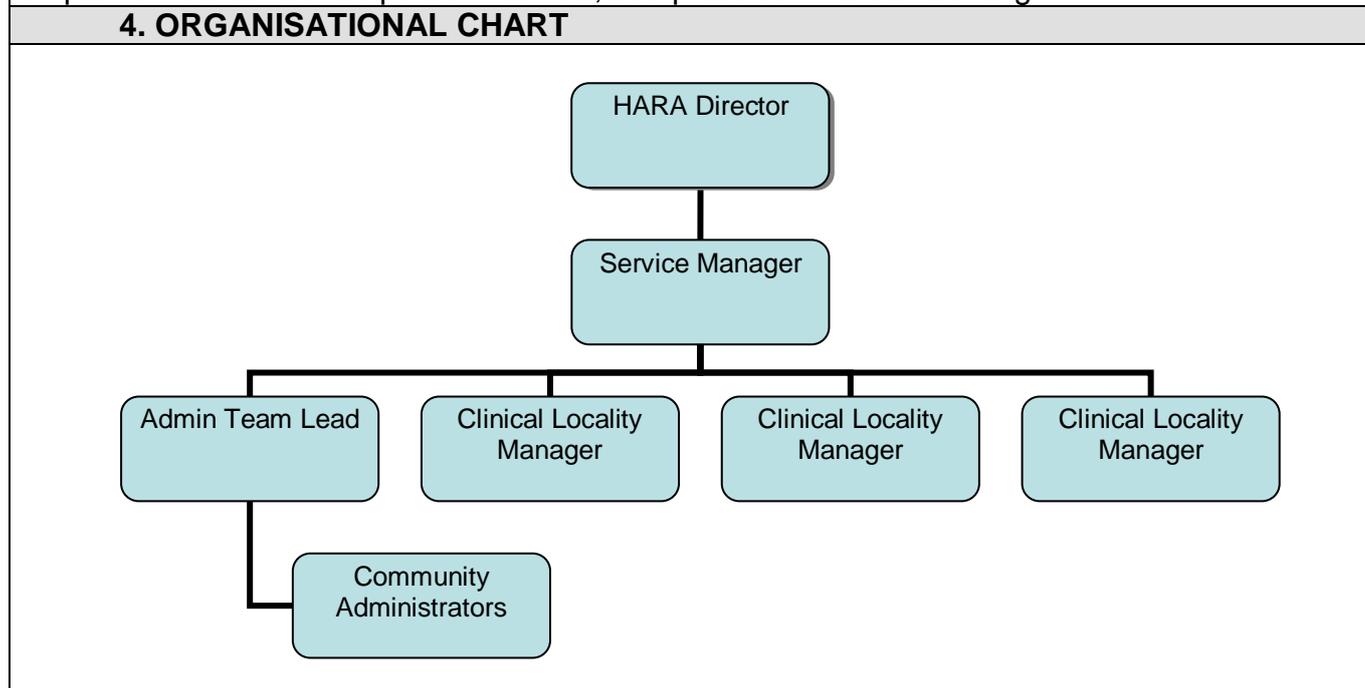


1. JOB DETAILS	
Job title:	Community Administrator
Accountable to:	Service Manager, Adult Community Services Administration Team
Managerially (if required)	Senior Team Administrator, Adult Community Services Administration Team
Agenda for Change Band:	Band 3
Location:	Adult Community Services - Harrogate/ Knaresborough and Ripon Bases

2. JOB SUMMARY
<ul style="list-style-type: none"> - To provide a range of administrative and clerical duties to ensure the smooth running of Adult Community Services Clinical Teams. - To provide an efficient and reliable appointment service for the patients referred to Adult Community Services Clinical Teams. - To undertake typing, both managerial and patient centred, including discharge letters, correspondence, minutes and reports. - To work at the Single Point of Access to receive, monitor, collate and dispatch all referrals on a timely basis to the appropriate community teams effectively - To receive referrals and provide a single point of contact for community end of life services, GPs, acute trust colleagues, patients and families and service providers across Harrogate and Rural District. - To operate within the hours of 8-6. . - To be able to travel between community bases to support the wider Adult Community Service Teams.

3. ROLE OF DEPARTMENT
<p>Adult Community Services provide integrated health and social care to the population of Harrogate and Rural District with a specific focus on people in need of community therapy and nursing services. The team works closely with the Local Authority, GPs, mental health services and local voluntary organisations to provide responsive, seamless care when required to maintain and promote health, independence and well-being</p>



5. KEY WORKING RELATIONSHIPS

Matron
Service Manager
Community Admin Team Lead
Patients and their families or significant others
Community Care Team clinicians
NYCC Social Care

6. DUTIES AND RESPONSIBILITIES OF THE POST

Patient/client/customer focus

- To contribute to the delivery of a caring service focused on recognising, understanding and meeting the individual needs of the service user.
- To present a calm, efficient and friendly manner on the telephone and respond to anxious, angry or abusive people appropriately.
- To keep patients informed if there are delays, cancellations or appointment errors.
- To apologise to patients for departmental errors, cancellations or other undesirable situations.

Financial

- To order and distribute stationery and other equipment as required by the team and maintain stock levels.

Administration and Clerical

- To be responsible for the receipt and management of all referrals to Adult Community services.
- To register on SystemOne all referrals received and ensure that all details are correct.
- To receive and respond to all enquiries by telephone, email and task.
- To access information from the internet and emails and relay this to team members.
- To provide a full telephone answering service for the relevant teams dealing with callers who may be patients, staff or public or other professionals by redirecting calls, taking messages or by personally undertaking the required action.
- To undertake relevant photocopying.
- To provide a typing service for the teams including correspondence, home visit reports and discharge letters.
- To set up standard letters for a faster turnaround of information.
- To archive discharged patient records.
- To respond to access to patient record requests.
- To give guidance to team members regarding their word-processing problems.
- To organise the distribution of incoming mail.
- To take minutes at Team Meetings, or other meetings as requested by the ACS management team.
- To monitor stock levels and order to replenish of stationery and clinical items.

Communication

- Communicate with patients, team members and staff from other departments on a wide range of issues always presenting an efficient, courteous and empathetic manner.
- Function as a member of the team and engage in productive working relationships.

Governance

- To perform risk assessment, identify risk and take appropriate action e.g. complete incident reports.
- To be aware of the requirement for confidentiality of patient information (including paper-based, verbal and electronic) and follow the relevant procedures.
- To participate in performance appraisal with line manager and agree training and development priorities.
- To attend mandatory and statutory training e.g. Fire, Basic Life Support, Manual Handling at the required frequency and other relevant non-clinical developmental

opportunities.

7. WORK SETTING AND REVIEW

- An annual appraisal will be conducted by the Administration Team Leader This will include progress against agreed objectives and consideration of own learning and development needs. Regular review meetings will take place throughout the year.
- The post-holder is expected to work flexibly, be self-motivated and work with minimum supervision.

8. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

12.8 **Template for a Person Specification**

PERSON SPECIFICATION

POST TITLE:

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> - NVQ Level 2/3 in administration or equivalent experience - Maths and English GCSE level A to C. - IT literate ie ECDL or other qualifications - Knowledge of secretarial procedures - Audio/touch typing 	
Experience	<ul style="list-style-type: none"> - Experience and knowledge in the use of Microsoft Office including Word and Excel. - Excellent communication skills (written, verbal and listening) with proven experience of dealing with a wide and complex range of matters. - Experience of dealing with the general public - Experience of working and collating data collection 	<p>NHS/Social Care experience in a care environment Clinical experience with a knowledge of community working Knowledge of using SystemOne</p>
Knowledge	<ul style="list-style-type: none"> - Experience of working in an administrative role using IT packages and dealing with teams and members of the public. - Experience of dealing with confidential and sensitive data. 	
Skills and Aptitudes	<ul style="list-style-type: none"> - Ability to use own initiative and ability to work without supervision. - Ability to maintain concentration through regular interruption - Able to prioritise work and meet deadlines 	

	<ul style="list-style-type: none"> - Organised, good time management skills - Effective communication- written and verbal - Able to respond appropriately to incoming phone calls 	
Attitudes	<ul style="list-style-type: none"> - Demonstrable proven organisational and time management skills - Flexible to working over a 7 day period and across sites in Harrogate, Knaresborough and Ripon. - Polite, courteous and patient when dealing with complex and sensitive situations 	
Other requirements	<ul style="list-style-type: none"> - Satisfactory attendance record - Assessed as medically fit for the post by Occupational Health - Legally entitled to work in the UK - Driving license and access to own vehicle to meet service needs 	

PERSON SPECIFICATION AGREEMENT

Post holder

Date

Line Manager

Date

Each of the above points should be considered in the light of minimum requirements listed in the job description.

