

## Service Administrator

Reporting to: Service Team Leader

Salary: £12.00 per hour

Benefits: 28 days annual holiday (pro rata for part-time staff)

Location: West Cambs Federation (Alconbury Weald)

Hours of Work: 37.5 hours per week

### About West Cambs Federation

West Cambs Federation exists to support the delivery of Primary Care across Fenland and Huntingdonshire. Our vision is to be the at scale provider and employer of choice for Primary Care services across our area. As an ambitious organisation, we have delivered significant growth on the last 2 years and continue to do so.

### Purpose of the role

To work as part of the Service Administrative Team, providing high quality, responsive co-ordinated service support.

### Key Responsibilities

#### Communication and Relationships:

- a. All communications managed efficiently and effectively in supporting member practices and other external partners in a fast-paced environment.
- b. To provide high quality administrative support with attention to detail in line with Federation policies, procedures, and guidance.
- c. To work as an effective team member, contributing to improving the working process and practice.
- d. To develop and maintain effective working relationships with colleagues to ensure a high-level of administration service is provided, which supports team working and the delivery of clinical activities.
- e. Following training, if required, to assist with staff inductions/orientations at the Federation Hubs in line with service protocols.
- f. To visit hub sites as required to carry out spot checks, assist with IT, replenish supplies and update hub information and advertising material.

**Planning and Organisation:**

- a. To use all Federation platforms to ensure patient and services activities are organised and efficient.
- b. Responsible for planning, organising, and maintaining all staff Rotas ensuring compliance with the working time directive and rota guidelines and other information systems. To undertake general office duties as necessary, including filing, scanning, photocopying, handling, and disposal of confidential information, as part of an effective administration service.
- c. To provide administration cover in the event of absence or to meet additional demands or other circumstances where a service need is created.

**Patient Care and Information Resources:**

- a. To accurately maintain and keep secure patient health and staff records/ systems, whether in electronic or paper format, in line with policy and standard operating procedure, to ensure data quality, confidentiality and compliance with the Data Protection Act 1998.
- b. To provide administrative support to assist with the smooth provision of all services provided by the Federation.
- c. In conjunction with the Federation Service Manager to deal with concerns and complaints about service provision, handling these sensitively and in line with organisation process, procedure and policy and escalate concerns, to ensure effective standards of patient service are provided.
- d. To maintain records and /or produce correspondence to support service record keeping and communication.
- e. To utilise available information systems to find and confirm information or resolve queries e.g., in relation to patient records, processes and procedure.
- f. To provide information to management to support reporting requirements to the CCG and NHSE as required.

**Financial and Physical Resources:**

- a. To maintain, monitor and where appropriate operate office equipment in line with standard operating procedures and risk assessments to ensure their safe and effective use.
- b. To ensure appropriate storage, disposal and management of non-clinical waste and products in line with Federation policy.

**Policy and Procedure:**

- a. To work in line with Federation policy, procedure, and guidance, Standard Operating Procedures ensuring best practice and quality and governance standards are adhered to.
- b. To comment on and propose changes to standard operating procedures, policies, and proposals to ensure that these are practical and operable.

**Other:**

- a. To undertake any other duties required by a member of the management team.

**Confidentiality:**

Ensure that confidentiality, privacy, dignity and the needs and beliefs of patients are maintained and complies with legislation regarding the protection of personal and sensitive data, in line with West Cambs GP Federation's (WCF) Data Protection and Confidentiality Policy. This includes but is not limited to:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- The post-holder will have access to confidential information relating to patients and their carers, WCF staff and other healthcare workers. They may also have access to information relating to WCF as a business organisation. All such information from any source is to be regarded as confidential.

**Safeguarding Adults and Children:**

It is the duty of all staff working for WCF to safeguard children and adults, report any concerns and undertaking safeguarding training at an appropriate level, in line with WCF's mandatory training requirements and the WCF Safeguarding Policy.

**Health and Safety:**

Participates in risk assessment and assists in the promotion and maintenance of own and others health, safety, and security, in line with WCF's Health and Safety Policy. This includes but is not limited to:

- Using personal security systems within the workplace according to WCF guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe manner, free from hazards and reporting safety and infection hazards immediately when recognised.
- Ensure clinical practice is safe and effective and remains within the boundaries of competence, acknowledging limitations.
- Undertaking periodic infection control training.

**Quality Assurance, Governance and Risk Management:**

- Ensure all care and services are always delivered to the highest standard.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Ensure that any complaints or incidents are identified and reported in accordance with WCF policies and procedures and expected professional practice.
- Participates in and utilises the audit cycle as a means of evaluating the quality of work of self and suggest improvements where required.
- Manage and assess risk within areas of responsibility, ensuring adequate measures are in place to protect patients and staff, alerting other team members to any issues of quality or risk.
- Effectively manage and prioritise own time, workload and performance.

**Communication:**

- Utilise and demonstrate effective and sensitive communication styles to ensure patients are fully informed and consent to treatment.
- Communicate effectively with patients, carers and colleagues, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating.
- Communicate with and support patients who are receiving complex or emotionally sensitive information.
- Liaise and maintain effective communication with external stakeholders.

**Equality and Diversity:**

The post holder will support the equality, diversity and rights of patients, carers and colleagues, acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with current legislation and WCF's Equality and Diversity Policy.

**Teamworking:**

- Work as an effective and responsible team member, supporting others and exploring mechanisms to develop new ways of working.
- Adopt the principles of safe practice and assessment of competence.
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery.

**Learning and Development:**

- Participate in any mandatory or ad-hoc training programme as directed by the WCF to aid, support and maintain your own personal and professional development in the role.
- Take responsibility for your own learning, development and performance, including participating in clinical supervision and annual appraisal.
- Contribute to the development of local guidelines, protocols and standards.

**Administration:**

Undertake administrative and professional duties, which may include but are not limited to:

- Assisting with the collection and collation of data on needs related to health and well-being.
- Collecting lifestyle data from patients including smoking status, alcohol consumption and exercise.
- Recording accurate general data or clinical information in patient records, manually or electronically.
- Source and maintain relevant information leaflets and literature for patient displays.
- Attend and participate in Team meetings as required.
- Other administrative duties as directed by the Clinical Lead.

**This job description is not an exhaustive list and you may be required to undertake duties commensurate with your level and pay grade.**

CV's to be sent to [recruitment@westcambsfed.nhs.uk](mailto:recruitment@westcambsfed.nhs.uk)

<b>Person Specification – Service Administrator</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
GCSE maths & English grade C (or above) or equivalent.	✓	
Recognised IT skills using Microsoft Office 365, Excel, Word, Outlook.	✓	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with healthcare professionals and/or previous experience in the NHS.		✓
Experience of dealing with the public/patients.		✓
Experience of using SystemOne and other clinical systems.		✓
Administration background.	✓	
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Compassionate - Open minded, treats colleagues, patients, carers and relatives with dignity and respect.	✓	
Flexible in approach to work and ability to cover colleagues during leave/busy periods.	✓	
Able to work effectively as part of a team.	✓	
Ability to multi-task and respond promptly to changing situations.	✓	
An understanding and acceptance of own capabilities and awareness of own limitations.	✓	
Act in a way that support equality and diversity.	✓	
Proactive in decision making.	✓	
<b>Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Ability to reflect on and share best practice with peers.	✓	
Able to work as part of a team and individually.	✓	
Being a 'Can do' problem solver.	✓	
Willingness to participate in ground and individual supervision.	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Disclosure Barring Service (DBS) check.	✓	
Ability to travel across Federation practices.	✓	
Willingness to work flexible hours when required to meet work demands.	✓	
Full UK driving licence, access to own transport and ability to travel across the network on a regular basis, including to visit people in their own home.	✓	