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| **Job title:**  | **Administration Services Officer**  |
| **Team:** **Hours:** | **Xxx****37.5 hours per week** |
| **Reports to:**  | **Clinical Lead**  |
| **Accountable to:**  |  |
| **Band:**  | **2**  |
| **Location:**  |  |
| **Holiday Entitlement**  | **28 Days (Including Bank Holidays)** |
|  |  |

JOB TITLE
ADMINISTRATION OFFICER

ADDRESS

Medway Community Healthcare CIC Registered office: MCH House, Bailey Drive, Gillingham Business Park, Gillingham, Kent ME8 0PZ Tel: 01634 337593

JOB SUMMARY
 **To provide standard administrative support to the Long-Term Conditions teams working collaboratively to achieve shared goals.**

**To communicate and manage routine appointments and clinical related information to ensure the users of the service are the centre of everything we do delivering quality and value.**

**Undertake general office duties for example; typing letters in a timely and efficient manner, processing patient referrals, arranging clinic appointments and preparing for clinics.**

**To deal effectively with patient telephone enquiries, recording and prioritising messages and taking appropriate action where necessary.**

**Any other duties as may be required from time to time to ensure the efficient running of the service.**

1. Communication and relationship skills

* **Deal effectively with internal and external enquiries demonstrating excellent communication and customer care.**
* **Provide and receive routine information either verbally or written, requiring tact or persuasive skills in order to overcome barriers to understanding.**
* **Deal with potentially complex, sensitive or confidential enquiries from patients, staff and the public.**

2. Knowledge, training and experience

* **GCSE / O Levels or some experience of office procedures / customer care.**
* **NVQ 2 in Business Administration / Customer Care or equivalent.**
* **RSA 2 or equivalent.**
* **ECDL or equivalent knowledge of IT applications.**

3. Analytical and judgement skills

* **Make judgements involving facts / situations sometimes requiring analysis of information. Prioritise workload and make appropriate level decisions such as when to escalate and ensure this is done in a timely manner, e.g. telephone messages from staff / patients**

 4. Planning and organisational skills

* **Organise and prioritise own day to day work, tasks or activities.**
* **Schedule meetings.**
* **Work flexibly to maintain cover within the service / organisation.**
* **Produce and maintain effective systems to ensure the service operates efficiently, e.g.**
* **planning appointments, time management, patient transport.**

4. Physical Effort

# This factor measures the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space. Please tick the appropriate box in the table below.

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| **Job requirements** | **Yes / no** | **Average Number of Shifts per week**  | **Average Number of times per shift**  | **Average duration of each occurrence**  | **Average weight lifted**  |
| Standing / sitting with limited scope for movement for long periods?  | **Y**  | **5**  | **2**  | **1 hour**  |  |
| Making repetitive movements?  | **Y**  | **5**  | **10**  | **30 mins**  |  |
| Inputting at a keyboard?  | **Y**  | **5**  | **10**  | **3 mins**  |  |
| Lifting weights / equipment without mechanical aids?  | **Y**  | **5**  | **1**  | **10mins**  | **10lb**  |

 6. Responsibility for patient / client care

* **Provide non-clinical advice and information to patients, carers, relatives or staff either face to face, over the telephone or by other means.**
* **Consistently treats others with courtesy and respect**

 7. Responsibility for policy and service development implementation

* **Responsible for ensuring that organisational policies and procedures (including amendments and updates) are adhered to and implemented in own area of work.**

 8. Responsibilities for financial and physical resources

* **Manage stock / office stationery.**
* **Maybe required to handle petty cash and patient valuables.**
* **Maybe required to issue / take responsibility for equipment used by self and others.**

 9. Responsibilities for human resources (HR)

* **Act as a buddy demonstrating own area of work to new or less experienced employees such as apprentices or volunteers.**

10. Responsibilities for information resources

* **Accurately enter data / process information utilising appropriate IT systems.**
* **Transcribing / copy typing information provided by others.**
* **Occasional note taking may be required.**
* **Management of information either electronic or paper based.**

 11. Responsibilities for research and development (R&D)

* **Will be required to undertake surveys and audits when requested in own area of work**

12. Freedom to act

* **Plan and organise own workload without direct supervision, reporting regularly to the line manager on key tasks and guided by defined policies and procedures.**

Mental Effort

**This factor measures the mental effort (concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines) required for the job.**

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| **Job requirement**  | **Average Duration** | **How often per day/shift?** | **Are there interruptions?** | **If yes do they require you to change what you are doing?** |
| Check documents  | **Y**  | **1/day**  | **Y**  | **Yes**  |
| Carry out calculations  | **Y**  | **1/month**  | **Y**  | **Yes**  |
| Attend meetings (please describe role)   | **Y**  | **3/week**  | **N**  |  |

Emotional Effort

**This factor measures the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding. Please complete the table below, indicating whether you carry out the activities listed as examples.**

|  |  |
| --- | --- |
| **Examples**  | **Number of occasions per week / month / year**  |
| Giving unwelcome news to patients / clients / carers / staff  | N  |
| Processing, eg typing / transmitting, news of highly distressing events  | Y 3/week  |
| Dealing with difficult situations / circumstances  | Y 2/week  |
| Providing a care or therapy service to emotionally demanding patients / clients  | N  |
| Dealing with people with challenging behaviour  | N  |

Person Specification

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| --- | --- | --- |
| **Criteria**  | **Essential**  | **Desirable**  |
| **Qualifications / experience**  | GCSE’s / O Levels  Relevant experience of working within an office environment / knowledge of office procedures  Experience of front line customer care | RSA 2  NVQ 2 in Business admin / customer care  |
| **Special knowledge / expertise**  | Good communication skills both written and verbal  Standard IT skills including Microsoft packages  Good team worker   |   |
| **Disposition, adjustment, attitude and commitment**  | Flexible & adaptable  Caring & compassionate  Open, honest and transparent  Treats everyone as an individual  Acts with integrity  |  |
| **Practical / intellectual skills**  | Able to organise and prioritise own work  Able to work accurately & efficiently  Ability to travel to various sites in a timely manner   |  |

Corporate Accountabilities

Equality and Diversity

**The post holder will comply with all policies and procedures designed to ensure equality and diversity of employment and services across the organisation.**

 **Standards of professional and business conduct**

 **The postholder will be required to comply with the organisation’s standing orders and standing financial Instructions, and at all times deal honestly with the organisation, with colleagues and all those who have dealings with the organisation, including patients, relatives and suppliers. The postholder will also be required to comply with the Code of Conduct for NHS Managers and/or the relevant professional codes of conduct.**

**NHS values**

**All staff must be committed to abiding by the NHS values and our organisational values; open and truthful in all their dealings with patients and the public, being caring and compassionate, working in partnership and delivering quality and value. Organisational and personal interests must never be allowed to outweigh these.**

**Control of infection**

**All staff whether clinical or non-clinical are required to comply with the Health and Social Care Act 2008. Code of Practice for the prevention and control of infections and related guidance. Therefore the postholder is expected to keep patients, visitors, themselves and other staff safe by continuously reducing the risk of healthcare associated infections.**

**Risk management and health and safety**

**The postholder will ensure compliance with the organisation’s risk management policies and procedures. These describe the organisation’s commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk. The postholder will be required to observe local health and safety arrangements and take reasonable care of him/herself and persons that may be affected by his / her work.**

**Governance standards**

**Comply with the relevant governance standards applicable to the organisation as communicated to the postholder from time to time**

**Confidentiality**

**To respect the confidence of patients, clients and their carers relating to their condition, their family and their financial and other circumstances and not to disclose any such information to others who are not authorised to have it, either within or outside the organisation. To abide by the organisation’s code of conduct and Caldicott requirements in confidentiality at all times.**

**Records management**

**To maintain organisation and patient records (both paper and electronic) in accordance with organisation policies to facilitate clinical care and effective administration.**

**Freedom of Information**

**To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with organisation Freedom of Information procedures.**

**Data protection**

**To comply with organisation’s policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information.**

**Security**

**To comply with organisation policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.**

**Safeguarding and protecting children and vulnerable adults**

**All staff must be familiar with and adhere to the Safeguarding Policies, procedures and guidelines for both children and vulnerable adults. This must be in conjunction with the Kent and Medway Safeguarding Children Procedures and Kent and Medway Safeguarding Vulnerable Adults MultiAgency Policy, protocols and guidelines. All staff are required to attend mandatory safeguarding children and vulnerable adults training and updating relevant to their position and role**