

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | **Administrator** |
| **Reports to**  | **Band 6 Pathfinder Clinical Practitioner / Team Lead** |
| **Band**  | Band 3 |
| **Department/Directorate**  | **Pathfinder and Frailty AHAH Team – Unplanned Care – Community Services.**  |

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| **JOB PURPOSE**  |
| * To fulfil all tasks associated with the smooth running of the Pathfinder and frailty AHAH Team.
* Answering the telephone and directing enquiries to the relevant team member, or directing people to the most appropriate service to deal with their enquiry.
* Supporting the collection and analysis of data to support service development.
* Supporting with diary management, meeting bookings, preparation of agendas and associated papers, and minute taking.
* the post holder may be required which may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration.

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| **Context:** |
| The Administrator will be based in the Pathfinder department and will provide administrative support to the Pathfinder and frailty AHAH Team. The post holder will fulfil all administration tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager. Speciality Specific Information: • Answering the telephone and directing enquiries to the relevant team member, or directing people to the most appropriate service to deal with their enquiry. • Taking new referrals and adding these to the relevant computer systems. • Monitoring team email inboxes, dealing with enquiries where appropriate or directing these to the most relevant member of staff. • Compiling statistics • General office duties including filing, photocopying, timely delivery of post, maintaining and ordering supplies and other admin duties as requested by senior staff • When required, support meetings including agenda setting and minute taking • Ensure adequate supplies and stock levels for the office are maintained by ordering via an electronic ordering system • Ensure effective communication with other agencies and professionals whether this is via telephone, e-mail or face to face • Supporting with the administration associated with recruitment and interview processes. • Supporting with the administration associated with new staff member induction and training. **Flexible Working**As services evolve changes to working patterns maybe required.To meet the needs of the service, the post holder may be required to work in other areas as appropriate asdirected by the line manager.**Budget**To be responsible for the use of resources in the most efficient and effective way.Ordering of supplies required by the team, having an awareness of the impact on the team budgets.  |

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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

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| To work collaboratively with:  | **Frequent**  | **As Required**  |
| Clerical Staff | √  |  |
| Cluster Manager, Service Lead or Team Lead | √ |  |
| Community equipment store |  | √ |
| Health and Social Care Teams | √ |  |
| Consultants  |  | √ |
| GPs and other practice staff |  | √ |
| Head of Physiotherapy and Occupational Therapy Services |  | √ |
| NDHT staff at all levels | √ |  |
| Nursing Staff /specialist nurses | √ |  |
| Other specialist services |  | √ |
| Patients, relatives and carers | √ |  |
| Social Services | √ |  |
| Voluntary agencies |  | √ |
| Single Point of Access (SPOA) | √ |  |

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| **ORGANISATIONAL CHART**  |
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Ensure effective communication at all times, taking a team approach to patient care and service needs.
* Adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters.
* Receive enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.
* Deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone
* Liaise closely with other members of the health care team and other agencies in matters regarding patients’ care, discharge and future care management, as delegated by Pathfinder Clinicians.
* The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics.
* Work in collaboration with other teams to support a consistent and equitable service across the Trust.
* Communicate general issues and those of concern to a senior member of staff.
* Use initiative to escalate or resolve straight forward issues in the absence of the manager.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs.
* Plan and arrange staff cover as and when required.
* Regularly arrange meetings
* The post holder may support with coordinating waiting lists and daily team planners.
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| **PATIENT/CLIENT CARE**  |
| * The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients’ and carers.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * To monitor stock levels of stationery, receive deliveries and report maintenance faults.
* To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use.
* The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient’s property.
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| **HUMAN RESOURCES**  |
| * Maintain and update own training relevant to post.
* Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.
* Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.
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| **INFORMATION RESOURCES**  |
| * Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.
* Contribute to collecting statistical data to monitor and develop team activity, using electronic and paper methods.
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| **RESEARCH AND DEVELOPMENT**  |
| **PHYSICAL SKILLS** |
| * Comply with Trust requirements and undertake surveys as necessary to own work
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| **PHYSICAL EFFORT** |
| * Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.
* The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods during the shift.
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| **MENTAL EFFORT** |
| * The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.
* The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.
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| **EMOTIONAL EFFORT** |
| * Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.
* There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters of a distressing nature.
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| **WORKING CONDITIONS** |
| * Use display screen equipment for substantial proportion of working day.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infectionAs an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Pathfinder Administrator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Good Standard of EducationNVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience Relevant keyboard qualification i.e. RSA III | EEE |  |
| **KNOWLEDGE/SKILLS**Effective interpersonal, organisational and communication skills Advanced IT/Keyboard skills Ability to manage own workload and to supervise the workload of others Ability to delegate tasks | EEEE |  |
| **EXPERIENCE** Proven clerical/administrative experience within customer care environmentPrevious NHS/Social Services experienceCash management | E | DD |
| **PERSONAL ATTRIBUTES** Reliability and Flexibility, able to contribute to changing demands of the service. Good time managementWilling to undertake training relevant to the post. Ability to work within a team and delegate tasks to and supervise lower bands. Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | EEEEE |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.Ability to travel to other locations as required | EE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | Y |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  |  |
| Animals | Y |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  |  |  |
| Mental Effort  | Y |  |  |  |  |
| Emotional Effort  | Y |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |