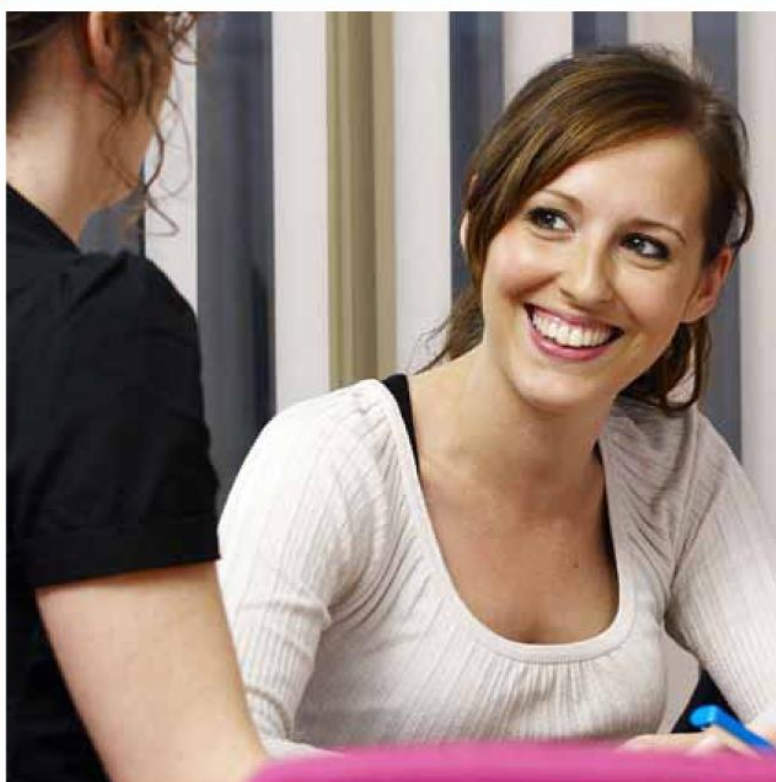


Job description and specification



Senior Administrator– Integrated Discharge Hub Band 4



JOB DESCRIPTION

JOB TITLE: Senior Administrator/PA

BAND: 4

RESPONSIBLE TO: Operational Lead- Integrated Discharge Hub

KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager Associate/Assistant directors Directors Services within teams Other clinical services/areas IT and other corporate services	Clients Families Multidisciplinary Teams CCGs Local authorities GPs Acute hospitals Other professional bodies

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will be working within a service, where tasks and duties will evolve as the service further develops. It is important the post holder is able to work flexibly, be adaptable to change and at times use their own initiative to complete tasks.

The post holder will work as part of a Team to provide a high quality secretarial, administration and information service and act as a central reference point to all staff within the service including clinicians/managerial staff and Trust stakeholders. The role comprises of a wide range of duties and requires the ability to use multiple computer systems, be able to manage and prioritise own workloads, without direct supervision and have strong communication and organisational skills. An ability to understand the need for maintaining confidentiality at all times is essential.

Key Responsibilities:

- To provide a comprehensive, administrative and information service on behalf of the Integrated Discharge Hub to both internal and external stakeholders.
- To complete the adding and processing of new referrals and dealing with correspondence received including appropriate documentation and respond where required.
- Take patient details from referrers documenting information accurately and appropriately
- Responsible for managing own workload on a day to day basis including prioritisation of tasks given.
- Manage the diary and make decisions on behalf of the Manager in prioritising and re-arranging diary commitments.
- Open and sort incoming emails and other post in a timely manner, and where appropriate, personally prepare and send responses to correspondence.
- Undertake word processing of all documents to a high standard, in an agreed Trust style and using an appropriate referencing system.
- Utilise advanced level IT skills to create reports, spreadsheets and presentations.
- Develop and maintain filing systems (electronic) to ensure effective access to relevant information.
- To deal with routine matters on own initiative and to work well as a team player.
- Independently collect, collate and prepare statistics for inclusion in divisional reports.
- Trace patients and access other clinical information on the relevant IT systems as requested by clinical staff.
- Prioritise own workload on a day-to-day basis to ensure that deadlines are met.
- Act as a central point of contact for external and internal callers, making judgements regarding appropriate dissemination of key information.
- Coordinate administrative arrangements relating to reporting requirements, to include the collation and presentation of documentation, preparing evidence and ensuring information is up to date.
- Oversee the facilitation and administration of meetings/panels, including: taking formal minutes that are intended for external review eg safeguarding, the production of agendas and coordination of papers, ensuring that key documents are available within defined timescales.
- Propose and implement changes to working practices to reflect the needs of the Service.
- Act as delegated authority for procurement processes, using electronic order and approval systems.
- Respond to ad-hoc requests for information from other Trust sources as agreed by the Manager.



- Assist in the collection, collation, analysis and distribution of data as directed by Service Manager

Communication

- Develop and maintain an up to date Directorate staff database to facilitate effective communication.
- Communicate effectively with individuals at all levels of the organisation, including management, clinical staff and patients / carers and third sector agencies.
- Maintain information systems (e.g. written / verbal / electronic) and ensure effective communication to all internal and external personnel in conjunction with the management team.
- Facilitate team meetings, arranging venues, minute taking, preparing and producing minutes, and ensuring actions are progressed.
- Maintain and monitor systems for collection of service activity data by supporting clinical and administrative staff in the production of data for the Trust.
- Suggest, devise, implement and train staff on new developments in relation to administration and streamlining of service wide systems.
- Maintain the Shared Drive that supports the Services and store information appropriately. Ensure that appropriate guidance is offered and adhere to by the administration team, and review the guidance on a regular basis.
- Co-ordinate and administer arrangements for the Management Team, arranging meetings, presentation materials, ensuring appropriate resources are available.
- Assist in project work as allocated by the manager e.g. developing / implementing data collection and reporting systems, which impact upon operational practice and procedures.

Please note that this job description is not exhaustive. The post holder may have specific skills which mean that they may work outside of the competency boundaries for this role.

Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect



the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.



As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital



status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations and may include taking on the role of fire warden.

Person Specification – Administrator- Integrated Discharge Hub

	Essential	Desirable	Measurement
Demonstration of Trust Values			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually	✓		Application Form Interview



improve			Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
Qualification			
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview Assessment
NVQ level 3 in relevant subject or equivalent level of proven experience	✓		Application Form Interview Assessment
RSA Text and Word Processing Level 2	✓		Application Form Interview
Experience			
Working in a busy office environment	✓		Application Form Interview
Working in an NHS environment		✓	Application Form Interview
Significant administrative experience	✓		Application Form Interview
Creating and maintaining office systems	✓		Application Form Interview Assessment
Handling sensitive and confidential information	✓		Application Form Interview Assessment
Experience of working autonomously		✓	Application Form Interview Assessment
Experience of working within complex teams.		✓	
Knowledge			
NHS Priorities and Issues	✓		Application Form Interview Assessment
Good working knowledge of Outlook, Word, Excel, Power point, Access	✓		Application Form Interview Assessment
Update and maintain efficient administration systems	✓		Application Form Interview Assessment
Maintain confidentiality/data protection	✓		Application Form Interview Assessment
Able to use own initiative and make decisions on		✓	Application Form Interview



behalf of others			Assessment
Able to analyse systems to improve services		✓	Application Form Interview Assessment
Skills			
Advanced level IT skills	✓		Application Form Interview Assessment
Establish and maintain good working relationships	✓		Application Form Interview Assessment
Excellent interpersonal skills	✓		Application Form Interview Assessment
Team Player	✓		Application Form Interview Assessment
Clear communication skills including excellent writing, data entry and presentation skills	✓		Application Form Interview Assessment
Able to construct and delivering clear information/instructions to others	✓		Application Form Interview Assessment
Able to multi-task	✓		Application Form Interview Assessment
Ability to prioritise work streams and deliver high quality and accurate work to tight deadlines.	✓		
Able to work without supervision and use own initiative	✓		Application Form Interview Assessment
Organise and prioritise own workload	✓		Application Form Interview Assessment
Other			
Commitment to continuing professional development	✓		Application Form Interview Assessment
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel effectively throughout the Trust	✓		Application Form Interview Assessment



Person Specification –Team Leader SPA Band 4

	Essential	Desirable	Measurement
Demonstration of Trust Values			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
Qualification			
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview Assessment
NVQ level 3 in relevant subject or equivalent level of proven experience	✓		Application Form Interview Assessment
RSA Text and Word Processing Level 2	✓		Application Form Interview
Shorthand/Note taking	✓		
Experience			
Working in a busy office environment	✓		Application Form Interview
Working in an NHS environment		✓	Application Form Interview
Significant PA experience at a senior level	✓		Application Form Interview
Handling sensitive and confidential information	✓		Application Form Interview Assessment
Experience of working autonomously		✓	Application Form Interview Assessment
Knowledge			
NHS Priorities and Issues	✓		Application Form Interview Assessment
Good working knowledge of Outlook, Word, Excel, Power point, Access	✓		Application Form Interview Assessment



Electronic diary, e-mail and office management systems			
Maintain confidentiality/data protection	✓		Application Form Interview Assessment
Able to use own initiative and make decisions on behalf of others		✓	Application Form Interview Assessment
Skills			
Formal minute taking skills/shorthand	✓		
Advanced level IT skills	✓		Application Form Interview Assessment
Audio typing skills	✓		
High level of planning and organisational skills	✓		
Establish and maintain good working relationships	✓		Application Form Interview Assessment
Excellent interpersonal skills	✓		Application Form Interview Assessment
Team Player	✓		Application Form Interview Assessment
Clear communication skills including excellent writing, data entry and presentation skills	✓		Application Form Interview Assessment
Able to construct and delivering clear information/instructions to others	✓		Application Form Interview Assessment
Able to multi-task	✓		Application Form Interview Assessment
Able to work without supervision and use own initiative	✓		Application Form Interview Assessment
Organise and prioritise own workload	✓		Application Form Interview Assessment
Other			
Commitment to continuing professional development	✓		Application Form Interview Assessment
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment



To be able to travel effectively throughout the Trust	✓		Application Form Interview Assessment
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