

Job Description

1. Job Details

Job Title:	Clinical Funding Request Administrator
Band:	3
Team:	Individual Funding Request Department
Location:	<i>Location based at (can give multiple options)</i>
Responsible to:	Clinical Funding Senior Administrator
Accountable to:	Head of Service

2. Job Purpose

The Clinical Funding Service provides professional support to Integrated Care Boards (ICBs) for the management of applications for the funding of individual treatments (Individual Funding requests, IFR, and Prior Approval). Funding applications are specific for patients whose needs are either restricted or not met by the standard commissioned pathways of care.

The Clinical Funding team is responsible for the delivery of an effective, timely and comprehensive funding service, treatment access service and provision of information to support the organisation and our customers. The Clinical Funding team works on a multi-disciplinary basis led by the Clinical Services Director.

The Clinical Funding administrator will provide and co-ordinate accurate, confidential administrative services for the management of funding requests in line with ICB policy and Standard Operating Procedures, ensuring a flexible/adaptable approach to their work in order to meet various deadlines and targets.

The Clinical Funding administrator will also support the team with the management of projects, gathering information and undertaking enquiries as and when necessary.

The Clinical Funding administrator will make travel arrangements and book meeting rooms for the team as required.

The Clinical Funding administrator will support the Head of Department and their team to ensure that their work stream of programmes is planned and managed effectively and take the lead in assisting in their successful delivery:

- ☐ To process Clinical Funding Requests including Pre-Panel summaries.
- ☐ To record the responses to and from funding panels and to/from requesting clinicians. To assess the information received against ICB policy, utilising resources available effectively.
- ☐ To redirect funding requests and queries to the appropriate team or other commissioners

in a timely fashion, highlighting missing information or relevant policies as appropriate.

- ☐ Ensuring patient details are shared as per GDPR and NHS guidelines.
- ☐ To maintain the clinical funding database and enter new funding requests in an accurate, consistent and timely manner for data quality purposes.
- ☐ To assist with the preparation for providing responses for FOIs, Patient or MP questions, as required.
- ☐ Have excellent spelling and grammar with the ability to provide clear concise, appropriate correspondence.
- ☐ The post holder will be expected to plan and organise own workload to ensure tasks are completed within timescales to deliver an efficient and effective service and to work with little supervision.
- ☐ To provide and receive confidential and sensitive information and to have the ability and understanding to respond appropriately.
- ☐ Running and collating reports as required.
- ☐ To collate information to provide responses to FOI requests, MP and patient enquires as required.

3. Structure Chart

You should include the structure chart to show where this post fits within the team.

4. Core Duties and Responsibilities

- Act as a point of contact for the department, dealing with and responding effectively to enquiries of a sensitive nature in a pleasant and helpful manner, communicating relevant information to patients and stakeholders sensitively and autonomously. This will involve adapting communication to consider others culture, background and preferred way of communicating.
- Foster and maintain constructive relationships with a broad range of internal and external colleagues and agencies using own initiative when dealing with phone calls and messages so that accurate information is passed on to the appropriate person in an efficient and effective manner.
- To be responsible for entering all new funding requests onto the clinical funding request database in an accurate, consistent and timely manner for data quality purposes. Ensuring information is kept and transferred securely but accessible.
- To be responsible for updating funding request statuses on the funding database and highlighting and potential breaches or problems to the team leader.
- To be responsible for writing to NHS clinicians informing them of Panel outcomes, next steps and process for review. Then updating the funding database accordingly.
- To be responsible for validating and archiving applications on the clinical funding database to ensure data is accurate and of high quality

- Sort and prioritise all incoming and outgoing mail and distribute as appropriate, to ensure that information is kept securely and is accessible
- Collation and preparation of relevant documentation in support of service delivery of Individual Funding Requests and Review Panel papers
- To be responsible for maintaining filing systems and ensuring documents are accurate and kept up to date in line with standard organisational procedure.
- Undertaking all administrative duties such as photocopying, scanning and sorting and prioritising mail and e-mail. Distributing as appropriate.
- Ensure all urgent and/or confidential communications are received and distributed from/to relevant parties in a timely manner.
- Supporting teams in project management and participating in department events
- Working with all team members in the collection of information for performance reporting on relevant projects relating to the data quality and clinical funding operating process and procedures.
- Responsible for ordering stationery and consumables for the department, ensuring they are kept securely.
- Work within established policies, procedures, protocols and systems to ensure confidentiality of information, quality standards and performance as directed by the Individual Funding Request/Prior Approval Team.
- Ensure that all complaints, comments and suggestions are dealt with appropriately, in accordance with policy, resolving where possible and escalating to line manager when appropriate.
- Promote the image of the department, checking that notices and leaflets are up to date and well presented.
- Have a flexible/adaptable approach to their work in order to meet various deadlines.
- Responsible for organising meetings for the department and planning any administrative work as required.
- Demonstrate office systems and department requirements to new starters.
- Undertake research and development as directed.
- Actively participate in weekly team meetings, monthly one to ones and appraisals to improve organisational efficiency by developing professional potential and opportunities.
- To be responsible for data validation for activity challenges by Acute Trusts (checking NHS numbers against the funding database for funding application)

statuses).

- To treat information received in the course of duties as confidential, and to ensure that such information is not revealed to unauthorised personnel
- Liaising with the Medical Illustrations Department in secondary care to support patients who are referred for photographs to assist their application.
- Able to work on own initiative and unsupervised as required, within defined policies and procedures to set timescales.
- To ensure compliance with all statutory and mandatory training.
- The post holder will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the Department and the Organisation.

5. Effort and Environment

- Used to working in a busy open office environment.
- Adaptability, flexibility and ability to cope with uncertainty and change.
- Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions.
- Professional calm and efficient manner.
- Effective organiser, influencer and networker.
- Demonstrates a strong desire to improve performance and make a difference by focusing on goals.

6. Supplementary Duties & Responsibilities

Mobility

Employees may be required to work at any of the other sites within the organisation subject to consultation. The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to modification of structures and job descriptions. The post holder will be expected to co-operate with changes subject to consultation, at any time throughout the duration of your contract

Health and Safety

Employees have a legal responsibility not to endanger themselves, fellow employees and others by their individual acts or omissions. The post holder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

Data Protection and Confidentiality

All employees are subject to the requirements of the Data Protection Act 2018 and must maintain strict confidentiality in respect of patient, client and staff records.

Smoking and Health

The organisation has a no smoking policy throughout its premises, including buildings and grounds.

Equality and Diversity

The organisation is committed to promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people's differences. This applies to all activities as a service provider and as an employer

Information Management and Technology (IM&T)

All staff are expected to utilise the relevant national and local IM&T systems necessary to undertake their role.

Flexible Working

The organisation is committed to offering flexible, modern employment practices, which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered.

Reasonable Adjustments

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.



Person Specification

Post Title: Administrator Team: Individual Funding Request Dept.

Band: Band 3 Base:

Criteria	Essential	Desirable	Stage Measured at: A – Application I – Interview T – Test P - Presentation
Education / Training / Qualifications	<p>Educated to NVQ 3 level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience.</p> <p>Working knowledge of Microsoft Office including Word and Excel</p>		
Experience/ Knowledge	<p>Demonstrable experience of working in an administrative environment and working with computerised data systems</p> <p>Demonstrable experience in dealing with the public.</p> <p>Demonstrable experience of dealing with sensitive and confidential information.</p> <p>Knowledge and experience of using IT systems and software programs e.g. Outlook, Word, Excel</p> <p>Supports equality and values diversity by applying knowledge of legislation and best practice; challenge bias, prejudice and intolerance if appropriate or brings it to the attention of a line manager.</p> <p>Awareness of equality and valuing diversity principles</p>	<p>Experience of working in a health care environment</p> <p>Awareness of a range of Health Services provisions</p>	

	Understanding of Confidentiality, GDPR and Data Protection Act		
Skills / Abilities	<p>Communicates effectively using written documentation and accurate data entry.</p> <p>Manages time effectively to complete and deliver planned work with minimal supervision to tight and often challenging timescales without adverse effect on quality.</p> <p>Problem solving skills</p> <p>Database management; data input, retrieval and export.</p>		
Interpersonal Skills	<p>Clear communicator with good writing, data entry and telephone skills</p> <p>Ability to work effectively as part of a team</p> <p>Problem solving skills</p>		
Special Aptitudes	<p>Good time keeping</p> <p>Flexible approach to work</p>		

Band:

Band 3

Base:

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate