



**Ealing Community
Partners**



Central and North West London

NHS Foundation Trust



Job Title	Administrator
Division	Goodall
Team / Service	Ealing Community Partners
Pay Band	Band 3
Hours	37.5hrs p/w
Terms and Conditions	In accordance with Agenda for Change
Responsible to	Senior Administrator
Accountable to	Operational Manager/Clinical Service Leads
Key Relationships	Patients, Carers, Health Care Professionals, Visitors and Contractors

1. JOB PURPOSE:

To provide high quality administrative support to clinical services within ECP. This may require processing referrals and requires the postholder to provide a range of administrative duties to support delivery of team objectives. Liaising with service users, carers, health professionals and team members, the post holder will ensure that an efficient, high standard of communication is carried out at all times.

2. OUR VISION & VALUES:

OUR VISION

Through our 24-hour rehabilitation ethos, our skilled team aims to empower our patients to achieve goals that are meaningful to them, in the face of illness, injury or disability.



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We work together to provide a nurturing environment where compassion, respect, trust, support and personal accountability are at the centre of all our actions and interactions. By working in partnership with our patients, their families and health and social care services, we aim to prepare our patients for discharge by enabling and supporting them to return to their life in the community

To provide a flexible and integrated administration function across the London Borough of Ealing to meet the needs of all the ECP patients and the service delivery.

OUR VALUES

Compassion: Our staff will be led by compassion and embody the values of care outlined in our Staff Charter.

Respect: We will respect and value the diversity of our patients, service users and staff, to create a respectful and inclusive environment, which recognises the uniqueness of each individual.

Empowerment: We will involve, inform and empower our patients, service users, carers and their families to take an active role in the management of their illness and adopt recovery principles. We will ensure our staff receive appropriate direction and support, to enable them to develop and grow.

Partnership: We will work closely with our many partners to ensure that our combined efforts are focused on achieving the best possible outcomes for the people we serve.

OUR STRATEGIC OBJECTIVES:

Our vision and values are underpinned by our strategic objectives:

High quality care and best outcomes for patients:

Provide high quality care to people who use our services, and to their careers. These services to be safe, caring, effective, responsive and well-led when benchmarked nationally.

Operational stability:

Redesign our services to improve quality, efficiency and outcomes; with integrated care models that are easy to access, delivered in appropriate settings and in a way that meets patient and commissioner expectations; unnecessary hospital admissions.

Financial sustainability:

Make the necessary savings and ensure all contracts are financially viable and comply with financial standards agreed by the Board to ensure organisational resilience and sustainability.

GENERAL DUTIES

- Deal with telephone enquiries from health professionals, services users, service user families, carers and team members, some of whom are anxious or have cultural or language difficulties
- Provide information and advice to service users, verbally and/or in writing.



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- To act in accordance with the Service in processing new referrals. This includes, but is not limited to: allocating referrals, inputting data into appropriate platforms, to create referrals within the S1 platform, highlight for clinical triage and action triage outcomes as required.
- To assist with the allocation of patients and entering patient details into appropriate health care professionals' diaries.
- To deal with telephone enquiries in an informed and sympathetic manner, taking and passing on messages promptly and action where necessary. To regularly access the generic email systems, responding to all queries.
- To collate, enter and present activity data for service and management meetings and for monthly and ad hoc statistical returns.
- Maintain service line databases for record keeping, ensuring accurate reporting and invoice processing. Including, where required logging maintenance for specialist equipment and IT service equipment for the service line.
- Monitor the service line central mailbox, forwarding emails as appropriate.
- Provide administrative cover where required across the ECP services.
- Complete regular archiving of patient notes in line with trust policies and procedures.
- To be familiar with and to work within CNWL/WL policies related to the function of administration and your responsibilities as an employee.
- To be able to arrange meetings for the team, which include booking venues, distributing of agendas, and minutes.
- To be able to meet deadlines and to manage time effectively.
- To be able to work on own initiative and produce documents, which do not require checking as a matter of routine.
- To have a comprehensive understanding of computer software such as MS Office.
- To book interpreters and transport facilities for patient appointments where required, to ensure equity of access for patients. To keep records of relevant information for audit and tracking purposes.
- Typing, formatting and sending of clinical letters, including appropriate attachments eg RTT forms, imaging, test results etc.
- To liaise with hospitals and other health partners regarding onward referrals or to obtain test results, ensuring appropriate documentation into the patient's record.
- To maintain and monitor stock as required and follow processes for ordering of goods/supplies. To be able to navigate E-procurement systems and raise any queries/issues when necessary.
- To undertake any other tasks as required commensurate with the grading of this post.

Front of House Responsibilities

- To support an efficient and courteous 'front of house' reception service to all services users and visitors.
- Responsibility for the day-to-day smooth running of the site, for dealing with the general public and staff, reception, telephone work and correspondence.
- To report facility failures to the relevant contractors and report any other maintenance issues to ensure that premises are clean and safe.
- To manage the room booking service for the Health Centre/Clinic.
- To report all health and safety issues affecting anyone using the building, as per policies and procedures and help to maintain a clean and safe environment.
- To report accidents and incidents in accordance with the organisational policy and procedures.
- To open or lock the building securely as required.



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Trust Sustainability Green Plan Pledge

CNWL are committed to a sustainable future and to improving the social and environmental well-being of our care community. We are dedicated to environmental improvements that embrace a sustainable future that require a shared understanding of our ambitions. Please see the Trust Green Plan - Caring Today and Tomorrow; Carbon-Free available on the Trust Intranet.



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PERSON SPECIFICATION

1. Qualifications and Education	
GCSE or equivalent in English and Maths	E
2. Experience	
Significant experience of working in an administrative capacity	E
Experience of working in an NHS setting	D
Knowledge of the database System 1	E
Understanding of Equal Opportunities and Diversity	E
Understanding of Data Protection / Confidentiality	E
3. Skills and Abilities	
Demonstrable knowledge of MS Word, Outlook and Excel	E
Demonstrable knowledge of Microsoft Powerpoint	E
Accurate data entry and typing skills	E
Demonstrable knowledge of E-Procurement system	D
Demonstrable knowledge of System 1 database	D
Excellent written and verbal communication skills	E
Ability to work unsupervised	E
Ability to prioritise own workload	E
Ability to work within a team	E
Able to deal with difficult/emotional callers	E
4. Personal Qualities	
Self-motivator	E
Capacity to manage a demanding workload	E
Good inter-personal skills	E
Good team-player	E
Corporate loyalty and behavior	E



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