



## JOB DESCRIPTION

### 1. General information

JOB TITLE: Administrative and Clerical Officer

GRADE: Band 3

DIRECTORATE Adult Community Physical Health

HOURS OF WORK: 25

RESPONSIBLE TO: Service Lead, DN Team Lead & Administration Manager

ACCOUNTABLE TO: Service Lead to District Nursing Greenwich

BASE: Greenwich District Twilight Team

At Oxleas NHS Foundation Trust, we offer a wide range of NHS healthcare services to people living in South-East London and to people in prison across England. Our wide array of services includes community health care, such as district nursing and speech and language therapy, care for people with learning disabilities and mental health such as psychiatry, nursing and therapies.

Oxleas is a great place to work. It has been recognised as one of the Top 10 Best Places to Work 2023 by the Sunday Times amongst very big employers. Our staff survey results show that we are in the Top 5 in England and the highest in London for staff experience amongst similar trusts.

*"We are always delighted to welcome new colleagues to the Oxleas family. We care about making Oxleas a great place to work - it's a big priority in our strategy. Come and join us - it's a place where our values, teamwork, equity, and wellbeing matter and where you can really help to improve people's lives."*

A handwritten signature in black ink, appearing to read 'Ify Okocha'.

Ify Okocha  
Chief Executive

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care. Our values are very important to us. They help Oxleas to be a great place to work.

## **2. Overview of the Post**

To provide an administrative and clerical service to the District Nursing Team(s), undertaking all aspects administrative duties.

## **3. Key Task and Responsibilities**

To provide an administrative and clerical service to the District Nursing team(s), Opening, sorting and distribution of post and any relevant correspondence

Processing new referrals and information, recording appropriate data using the Oxleas RiO system to its full functionality for the service

Preparation of information for example, client files, letters, reports, in line with local policies and procedures

To collate, photocopy and distribute reports and other relevant information for example, G.P.s, internal/external agencies

To book appointments, meetings, rooms and interpreter services as required

To collate agenda items, take minutes at team meetings and distribute information to team members as requested

To liaise with internal and external agencies, for example, Contracted Services, IT department on behalf of the team to facilitate the resolution problems related to equipment used by the team, for example computer, printer, photocopier, telephone, internet access and so on as requested

To gather data as requested, for example, activity data and statistics, providing punctual and accurate information following departmental and local trust guidelines as required on a weekly, monthly and quarterly basis.

To participate in the organisation and coordination of study days or training

To support the Manager to maintain records relating to study leave, sickness and annual leave submitting statistics on a monthly basis using Healthroster

Establish and maintain effective working relationships with clients, carers, the general public and all other staff working internally and externally to the trust

To take account and act according to individual patient circumstance, giving due regard to cultural differences and diversity of clients, carers and service users in the local borough

Liaise with clients, carers, care homes, G.P.s and other professionals with regard to administrative duties relevant to client care, for example, processing new referrals, arranging appointments.

Ensure consistent and robust reporting of patient related information on RiO as requested and according to local policies.

To provide input of service development ideas to the administrative team and

develop current administrative procedures facilitating on-going and efficient processes within the Service as required.

To monitor and maintain the departmental stationery including stock for support equipment, for example, printers and photocopiers and facilitate access for staff as requested.

To support with the ordering of equipment and medical supplies as directed by the team and Manager.

To maintain an efficient filing and discharge system to facilitate the efficient case management for the team to include archiving files according to Trust policy.

To type updated guidelines/local policies and procedures as requested by the Manager.

Demonstrate flexibility and negotiation skills with team members and clients in terms of appointment availability; implement solutions and strategies to participate in a team environment, seeking advice and support where necessary.

To lead on and undertake other office duties relating to estate queries. To

book venues for meetings and organise refreshments as requested.

To ensure issues regarding Health and Safety risk management or associated policies and guidelines, are reported to the Team Lead

### **Management responsibilities**

Not responsible for staff

### **Leadership**

N/A

### **Clinical**

N/A

### **Research**

N/A

### **Communication**

Communicate and liaise verbally and in writing between clients, carers, visitors, suppliers, enquirers, and other personnel within and outside of the trust.

Interpret and respond clearly and effectively to spoken requests over the phone or in person and to written or verbal instructions where there are often barriers to communication.

Answer the high volume of phone calls and maintain a response rate according to local guidelines and log information received on calls to the department in order to maintain an accurate record.

Any other duties appropriate to the role and level that may be required from time to time.

**On Call/Unsocial Hours**

N/A

***The following statements are mandatory for all job descriptions:***

**Terms and Conditions**

The post holder is subject to the terms and conditions of OXLEAS NHS FOUNDATION TRUST. This Job description gives an outline of the post and is subject to review in consultation with the post holder.

**Confidentiality**

The Post holder must maintain the confidentiality of information about patients, staff, and other health service business in accordance with Trust Policy.

**Risk Management**

The Post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

**Infection Control**

All staff are required to be familiar with the Trusts infection control policies, and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

**Equality, Diversity and Human Rights**

Oxleas is an organisation which values difference and promotes equality, diversity, and inclusion. Our Equality and Human Rights Policy and Strategy are designed to ensure that all our staff (including agency, bank, students, volunteers, and contractors) as well our service users, carers and members of the public are treated with dignity and respect. The Trust policies, procedures and practices are reviewed regularly to ensure that everyone who falls under the list of Equality Act 2010 protected characteristics does not suffer discrimination, either directly or indirectly. The current list of protected characteristics includes Age; Disability; Gender Re-Assignment; Marriage and Civil Partnership; Pregnancy & Maternity; Race; Religion and Belief; Sex and Sexual Orientation.

**Health & Safety**

All staff must be aware of the responsibility placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, patients, and visitors.

**Professional and NHS Codes of Conduct**

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board

Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS Staff'.

### **Safeguarding**

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

### **Financial Management and Control of Resources**

All staff are responsible for the security and the property of the Trust, avoiding loss or damage and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's Policy relating to the Financial Management and Control of Resources'.

### **Customer Care**

It is the aim of the Trust to provide patients and clients with the best possible care. All staff are required to put the patient/client first and do their utmost to meet requests and needs courteously and efficiently.

### **Personal/Professional Development Planning/Mandatory Training**

All staff should have a personal development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities. All staff are required to attend mandatory training as designated by the Trust.

### **Sustainability**

Demonstrate social and environmental responsibility and help establish Oxleas NHS Foundation Trust as a sustainability leader. Collaborate to contribute to or lead change management towards Oxleas NHS Foundation Trust goal of reaching Net Zero by 2040 as stated in the Green Plan.

### **No Smoking**

Oxleas NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises.

## Our Values

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care.

Our values are very important to us. They help Oxleas to be a great place to work. We want everyone who works at Oxleas to live our values and we will expect this of all our new joiners.

Our Values and Behaviours framework describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust Website: [Our values - Oxleas NHS Foundation Trust](#)



Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name

AFC Reference Number	
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