

## Job description for Healthcare Administrator

### About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy and the changing demands of our community.

**Our mission**, **making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for**, **those we work with** and **those who work with us**. **Everyone is part of our team**.

Our core strategy is to be an **employer of choice**, **a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values**, **leadership behaviours**, **teams**, **enablers** and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



## This role...

To work as part of the Healthcare team at HMP Littlehey, providing administrative support and ensuring patients have appropriate access to healthcare professionals, within the practice and through secondary care appointments, according to NHFT and HM Prison standards.

The post holder will work in close liaison with other disciplines within the prison setting and with external agencies in arranging appointments to meet patient care.

The post holder will be fully integrated within a team of multi-disciplinary individuals.

The role will involve working at times without direct supervision, undertaking delegated tasks and reporting back to the line manager.

The post holder will actively participate in the ongoing development of positive working relationships with officers and staff throughout the prison.

## About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> <li>• Approachable and accessible to colleagues and across the organisation.</li> <li>• Ability to work in a flexible way and respond to change.</li> <li>• Ability to work in a fast paced and challenging environment.</li> <li>• Reliable and consistent in approach, demonstrating empathy and an open communication style with all team members, fostering this culture across the team.</li> <li>• Able to deal with interruptions/queries from colleagues throughout the day.</li> </ul>	<ul style="list-style-type: none"> <li>• Good general level of education.</li> <li>• NVQ level 3 in Business Administration or equivalent experience.</li> <li>• Intermediate/Advanced level in Excel, Teams and Word.</li> <li>• Knowledge of Systmone.</li> <li>• Understanding of patient confidentiality</li> <li>• Recent Health care experience.</li> <li>• Ability to accurately input and manipulate data.</li> </ul>
Skills and Abilities	
<ul style="list-style-type: none"> <li>• Good communication skills (verbal and written)</li> <li>• Excellent interpersonal skills and the ability to utilise them to communicate effectively within a multi-disciplinary and team based working environment.</li> <li>• Ability to work under pressure, prioritising and managing own workload and working to deadlines.</li> <li>• Good organisational skills.</li> <li>• Attention to detail ensuring all records are saved to correct patient file.</li> <li>• Flexible and adaptable.</li> <li>• Ability to take a proactive approach to process and service improvement.</li> <li>• Managing an unpredictable work stream on a daily basis with frequent interruptions.</li> <li>• Sound analysis and judgement skills</li> </ul>	<ul style="list-style-type: none"> <li>• Constant need to be alert to security requirements, whereabouts, and to enforce this with healthcare staff, constant vigilance needed.</li> <li>• Willing to learn and develop.</li> <li>• Commitment to care delivery</li> <li>• Discreet and confidential.</li> </ul>

## About the role – linking with our 4 Leadership Behaviours



### ENGAGING PEOPLE/WORKING TOGETHER

- Share knowledge and experience within the team to promote learning opportunities for all.
- Ability to motivate self and others.
- Ensure that communication is effective between all stakeholders (prisoners, healthcare staff, prison staff, outside teams/agencies etc.)
- To ensure a timely and efficient service is provided by maintaining good practices and ensuring excellent communication and working relationships.
- To ensure good working relationships exists across the prison, NHS and other agencies.
- To act as initial point of contact for enquires from professionals, managers and prison staff.
- To organise multi-disciplinary team meetings to include preparation of all required documents, venue organisation, minute taking and transcribing.
- Managing arrangements for visitors e.g. Trust visitors, external healthcare staff and services, which includes greeting escorting and advising on Prison Protocol, security and safety.
- To liaise with other outside agencies with a view to providing healthcare, while maintaining patient confidentiality at all times.
- To liaise closely with security to ensure hospital appointments go ahead as arranged.

### BEING AUTHENTIC

- Be a role model of the leadership behaviours that build engaged staff and teams.
- Make all reasonable attempts to overcome any barriers to understanding that may occur, giving due consideration to ethnicity, language, educational ability, barriers caused by illness/distress etc. which may adversely affect effective communication.
- Report all risks to line manager and prison security staff.
- To work autonomously, but under supervision of line manager.
- To be aware of personal, professional boundaries and highlight any issue to line manager.
- To be non-judgmental.
- Ensure that all duties are carried out to the highest standard and in accordance with current quality initiatives within the work area.

### TAKING RESPONSIBILITY

To provide day to day general administrative and secretarial support to the clinical and mental health teams.

- Process and monitor all GP referrals within specified timescales.
- To process all incoming post for the department; to include distributing to staff scanning all documents on to the patient's Systmone clinical record and updating spreadsheets accordingly.
- To act as the initial point of contact for enquiries on the telephone from professionals, managers and prison staff both internally and externally.










### EMBRACING CHANGE


- Promote and participate to maintain a safe, comfortable and enabling environment, by the use of appropriate infection control measures and maintain work areas room so that they are clean, safe and free from hazards, reporting any identified risks.
- To attend in-service training and meetings, taking every reasonable opportunity to develop, maintain and improve skills and competencies.
- To manage own work load.

- To produce correspondence and documents to a high standard using Microsoft Office.
  - Handle Healthcare complaints including logging and allocating to member of staff for responding, provision of interim responses and ensuring deadline is adhered to and full response is provided.
  - Maintaining electronic patient records, including accurate input of data to information systems used within the Trust, using SystmOne.
  - To maintain up-to-date and accurate spreadsheets.
  - To assist in ensuring all paperwork and any required preparation/instructions have been completed in time for the escorting staff to collect and take with them to Hospital appointments.
  - Manage arrangements for patient telephone / video consultations including monitoring in person these consultations when they take place in line with prison policies and procedures.
  - To organise multi-disciplinary team (MDT) meetings, which require preparation and distribution of all required documents, venue organisation and minute taking.
  - Order stationery and office equipment via the NHS Supply Chain.
  - To photocopy, fax and email documents as requested.
  - Completing DATIX and intelligence reports when necessary.
  - Managing arrangements for visitors e.g., Trust visitors, external prison healthcare staff and other external services to attend the Healthcare department, which includes greeting escorting and advising on Prison Protocol, security and safety.
  - To work under NHFT and Prison policies and procedures at all times
  - Ensure all information is stored accurately, updated when required and made available to those who require it in a timely manner.
  - To communicate and liaise with various Prison Services and NHFT departments, governors, senior managers, hospitals, Ministry of Justice, probation, social workers, solicitors and coroner officers.
  - Assist in the preparation of teaching materials including presentations using PowerPoint, organising teaching sessions and speakers when required.
  - Full compliance with information governance requirements.
- To participate in research and audit activity as required.
  - To participate in regular supervision in accordance with good practice guidelines and Trust policy.
  - To participate in the Trusts annual appraisal process.
  - To attend all mandatory training including safeguarding as and when required to.

- Attend staff meetings and all mandatory training as required.
- To ensure confidentiality at all times

## Benefits

Salary 	Location of work 	Permanent/fixed term 								
<p>Band 3 - Range £22,816 to £24,336</p> <p>You will be paid on the 27<sup>th</sup> of each month. If this date falls at a weekend, you will be paid on the Friday before this date.</p>	<p>HMP Littlehey</p> <p>Must be able to travel independently to other bases in the Trust across Northamptonshire.</p>	<p>Permanent</p>								
Hours/pattern of work 	Annual leave and bank holiday entitlement 	Pension entitlement 								
<p>The post holder will work 18.75 hours over a 5 day week between 09:00 am and 17:00 pm. This is negotiable.</p>	<table><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	<p>Details on the benefits of the NHS Pension Scheme can be found here:</p> <p><a href="https://www.nhsbsa.nhs.uk/nhs-pensions">https://www.nhsbsa.nhs.uk/nhs-pensions</a></p>
Length of service										
On appointment	27 days + 8 days									
After five years' service	29 days + 8 days									
After ten years' service	33 days + 8 days									
Health and Wellbeing  Because your health matters too	Learning and Development 	Equality and diversity 								

<p>Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you.</p> 	<p>Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.</p>	<p>We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.</p>
---	---	---

Find out more about us at:

[www.bit.ly/24hoursinNHFT](http://www.bit.ly/24hoursinNHFT)

[www.nhft.nhs.uk](http://www.nhft.nhs.uk)

### Confidentiality and Data Protection

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

### Infection Control

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

### Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

### **No Smoking**

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

### **Equality and Diversity**

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

### **Risk Management**

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

### **Safeguarding Adults and Children**

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### **Professional Registration**

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

### **Policies and Procedures**

The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

### **Review of Job Description/ Person Specification**

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.