



▶ Senior Clinical Administrator



Job description

Job title: Senior Clinical Administrator

Band: 4

Reports to: Team Lead

Accountable to: Team Lead

Values:

Sheffield Health and Social Care NHS Foundation Trust is a major employer and provider of services. Our Service Users, Carers and Staff are central, and our Values are important, to the delivery of high-quality care. We actively seek out individuals who share these values:

- Working together for service users
- Respect and kindness
- Everyone counts
- Commitment to quality
- Improving lives

Job purpose

The Health Inclusion Team provides an innovative nursing and health visiting service to a transient population. That is; people who live in homeless accommodation, domestic abuse refuges, anti-trafficking refuges, those seeking asylum and refugees (registered with the Mulberry Practice), Gypsies and Travellers

The Health Inclusion Team (HIT) Senior Clinical Administrator will be responsible for the provision of a high quality and dedicated administration service to support the service.

A key requirement of the job is to support the Clinical Lead by organising and prioritising clinical admin duties within the HIT Service. It is essential that the post holder can exercise initiative suitable to the role and is fully supportive administrative and clinical staff.

Working together for service users

Respect and kindness
Commitment to quality

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The post holder will be responsible for daily workload management to support the Clinical Lead and other senior clinicians and offer clinical and administrative support to other colleagues within the team.

General requirements

In collaboration with the Clinical Lead to flexibly undertake any required admin generated from clinical activity or related team meetings or processes to support and ensure an efficient service administrative for the HIT service.

- Tasks will include:
- Using the full Microsoft Office suite to full advantage, and particularly Word, Power Point and Excel packages.
- Coordination of team meetings, production of agendas and minutes.
- Use the best techniques in IT and best practice to ensure high quality management information and administration systems are in place.
- To provide line management supervision for junior colleagues in the admin department.
- Effectively cover the admin requirements of the service when colleagues are on leave.
- Be able to support the duty/triage role i.e., Managing referrals into the service/managing referrals/liasing with referrers when requested to do so.
- Responding to requests from clinicians in a timely manner.
- Be able to prioritise workload and respond to changing demands daily.
- To manage the duty rosters onto the system and make any changes when requested to by the Clinical Lead.
- To be able to respond to clinical priorities in relation to referrals, amending and facilitating appointment changes and changes to the roster.
- To have a continual awareness of the team workload and level of clinical admin support required whilst also working with individuals to ensure appropriate support mechanisms are in place that optimize working relationships.
- To promote and adhere to the Trust policies and procedures.
- Develop and maintain Standard Operating Procedures and User Guides for the Team (particularly new starters).

Principal duties

Planning & Time Management

- Co-ordinate and participate in meetings, booking rooms/venues, arranging hospitality etc.
- Participate in meetings of a significant nature and to be sensitive to the issues under discussion, preparing notes/agendas and taking minutes. Meetings may involve internal and external participants.
- Assist in the completion and processing of study leave and annual leave applications. Maintaining HIT SHSC Health roster
- Adminstrating travel records claims and administration of staff mileage claims.
- Administration and monitoring of staff sickness. Producing and distributing data to appropriate staff.
- Completion of relevant e-forms on behalf of Team.
- Be responsible for the upkeep of the personal files for staff within remit of the team.
- To contribute to developing protocols and ensuring robust policies and 'Standard Operational Procedures' are in place which befit SHSCFT policies and procedures
- Assist the processes of user involvement which encourage patient feedback, collate, and analyse the results.
- Assist with records audit together with Team Lead within the SHSC time limits.

Communication/Admin Support

- Dealing with highly confidential, potentially sensitive information
- Prepare documents for external and internal distribution where appropriate.
- Produce regular routine information and reports under the direction of the Management Team.
- Set up and maintain efficient electronic filing systems, to ensure prompt handling of correspondence and enquiries.
- Dealing with enquiries to the team and liaising with service users, relatives and professionals from external agencies and the Trust, which includes maintaining a confidential and accurate message system.
- Receive, screen, and make telephone calls. The post holder will be expected to resolve queries wherever possible, taking messages or redirecting calls as appropriate and ensuring that timely action is taken.
- Direct/re-direct outgoing paperwork and electronic mail.
- To liaise with internal/external agencies to resolve sensitive issues such as: Missing families who have left no forwarding address, children missing in education.
- Work with staff from the wider Trust where applicable.

Management/Human Resources

- Managing key areas of responsibility within the Health Inclusion Team which will include the instruction/direction of other members of staff within these areas of responsibility, e.g., invoice processing.
- Provide workload management, supervision, and appraisal (PDR) of junior staff, including management of early-stage sickness/absence
- Maintain a flexible and responsive approach to tasks whilst self-directing workload through careful time management within broad procedural guidelines.
- Information/data gathering for governance & performance purposes, for example maintaining and tracking compliance with mandatory training for the Directorate.
- Monitor and maintain Health Roster assess requests for leave.
- In the absence of senior staff ensure cover is provided during absences to maintain an efficient and effective service.
- To support team lead with the process of recruiting new staff.
- Develop and maintain Standard Operating Procedures and User Guides for the Team (particularly new starters).
- To develop training sessions for the applications supported by SystmOne service so that effective and accurate training is delivered to the requirements of staff.

Finance & Resources

- Preparing invoices for payment and querying/investigating invoice problems.
- Ordering supplies and completing and monitoring requisitions etc.
- To be solely responsible for the Petty Cash float within the team in accordance with SHSC Petty Cash Policies & Procedures

Job description review

This is not an exhaustive list of duties and responsibilities and in discussion with the manager the postholder may be required to undertake other duties which fall within the Banding of the post. The job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

The post holder should be comfortable in the use of computer technology, have basic keyboard skills and can use email.

All employees are expected to observe the following:

Equal opportunities and dignity at work – statement of intent

The Trust is a major employer and provider of services. We are committed to building a workforce which reflects the diversity of and meets the needs of the local community.

We oppose all forms of discrimination on legal and moral grounds and recognise that discrimination creates barriers to achieving equality for everyone.

The Trust is committed to making equality of opportunity and fair treatment a reality whereby an individual can seek, obtain and continue employment without unfair discrimination.

As an equal opportunities employer, we will ensure that all job applicants and employees receive fair and equal treatment and will not be disadvantaged by unjustified conditions or requirements.

The Trust's Equal Opportunities and Dignity at Work Policy underpins the Trust's commitment to achieve equality and fairness at work and to ensure that individuals or groups are not unfairly discriminated against.

We are committed to improving our practice through signing up to initiatives such as Stonewall Champions, the Disability Standard/Disability Confident and Mindful Employer.

Safeguarding children and adults

The Trust is committed to safeguarding and promoting the welfare of children, young people (anyone under the age of 18) and adults. It expects all staff, volunteers and contracted staff to share this commitment and act in such a way that safeguards and promotes the health and wellbeing of children, young people and adults.

Staff must ensure that they are familiar with the signs and symptoms of abuse and know what to do if any such concerns are raised.

Staff are expected to know about and follow the Trust's safeguarding children and safeguarding adult policies which can be found on the Trust intranet and participate in related mandatory/statutory training.

Risk management

Staff should be aware of the principles of risk management and adopt appropriate practice to reduce the risk to themselves and others. In particular, staff should observe the Trust's Risk Management Strategy, Risk, Incident and Serious Incident reporting and management policies, Health and Safety regulations and the risk management training requirements for all staff.

Infection prevention and control

Staff are expected to comply with the Trust's Infection Prevention and Control policies and conduct themselves in such a manner as to minimise the risk of causing healthcare associated infections.





Person Specification

Senior Clinical Administrator: Band 4

Here at Sheffield Health and Social Care NHS Foundation Trust, your values are as important as the skills and competencies you bring with you and will learn here.

VALUES – assessed at interview	TECHNICAL SKILLS	Assessed at interview/ application
Behaviours and values <ul style="list-style-type: none"> Working together for service users <p>Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong.</p> <ul style="list-style-type: none"> Respect and kindness <p>We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do.</p>	Knowledge and skills <p>Essential:</p> <ul style="list-style-type: none"> Responsible approach to dealing with confidential issues. Experience in management of staff (Supervision/PDR) Excellent telephone manner. Excellent communication and interpersonal skills with the ability to remain tolerant, receptive, and responsive to people accessing the service. Wide range of admin skills, including minute taking. Ability to handle direct requests for information/contact from service users and professionals alike. 	<p>A/I</p> <p>A/I</p> <p>A/I</p>

Working together for service users

Respect & kindness

Everyone counts

Commitment to quality

Improving lives

<ul style="list-style-type: none"> • Everyone counts <p>We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against, or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources, we waste opportunities for others.</p> <ul style="list-style-type: none"> • Commitment to quality <p>We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness, and patient experience – right every time. We encourage and welcome feedback from patients, families, carers, staff, and the public. We use this to improve the care we provide and build on our successes.</p> <ul style="list-style-type: none"> • Improving lives <p>We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier.</p>	<ul style="list-style-type: none"> • Ability to adapt to varying demands of the job role. • Ability to prioritise workload. • Ability to manage and generate own workload effectively. • Ability to work as part of a team. • High level of accuracy and attention to detail. • Ability to work flexibly with colleagues to meet the needs of the service. <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to research/access information/service data. • Knowledge/understanding of processing procurement and invoices. • Use of SystmOne Patient Information System • SystmOne Card holder • Experience of using CMS Portal systems • Knowledge/understanding of Safeguarding issues 	A/I
	<p>Training and qualifications</p> <p>Essential:</p> <ul style="list-style-type: none"> • Good standard of education GSCE Grade C and above in Maths and English Language or equivalent. • RSA III Word Processing/Typewriting or equivalent. • Skilled user of Microsoft Office - particularly Word, Power Point and Excel packages. • Co-ordinate Team meetings, agendas and take minutes 	A A/I

	<p>Desirable:</p> <ul style="list-style-type: none"> • European Computer Driving Licence. • Safeguarding training adult and/or child 	A/I
	<p>Experience</p> <p>Essential:</p> <ul style="list-style-type: none"> • Previous administrative experience gained within a clinical setting. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in preparing invoices for payment and querying/investigating invoice problems. • Knowledge of processes to order supplies and completing and monitoring requisitions etc. • Experience of holding a Petty Cash float within the team in accordance with SHSC Petty Cash Policies & Procedure • Previous experience working with vulnerable communities. • Extensive knowledge of SystmOne 	<p>A/I</p> <p>A/I</p>

	<p>Other</p> <p>Essential:</p> <ul style="list-style-type: none"> • To be able to work as part of a team. • Reliable. • Willingness to learn and acquire new knowledge and skills in areas new to the post holder. • Ability to work accurately under pressure and to deadlines without undue stress. • Willingness and ability to work flexibly and regionally. <p>Desirable:</p> <ul style="list-style-type: none"> • Car driver/access to car. 	<p>A/I</p> <p>A/I</p> <p>A/I</p>
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Value	Behaviours to test at Interview
<ul style="list-style-type: none"> • Working together for service users Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong. • Respect and kindness We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do. 	<ul style="list-style-type: none"> • I do what I say I am going to do • I work to build trust • I work flexibly with others, inside and outside SHSC, to identify and achieve the best outcomes • I value and acknowledge the contributions made by others • I share my knowledge and skills and offer practical support to others • I speak up if something is not right • I treat others as I would like to be treated myself, with dignity and consideration, and challenge others when they do not. • I am polite, courteous and non-judgemental • I am aware that how I behave can affect others • I appreciate and recognise other qualities and contributions

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- **Commitment to quality**

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- **Improving lives**

We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier

- I work to build relationships based on high trust

- I work to ensure our services are accessible for everyone
- I appreciate people's differences and pay attention to meeting different needs
- I actively try to help others to get what they need
- I consult with and include others in decisions that affect them

- I look for ways to continuously improve services
- I work collaboratively with others to achieve excellence
- I speak up if I think something is not right
- I accept and respond to constructive feedback and challenge from others
- I admit if I make a mistake

- I work flexibly with others to identify and achieve the best outcomes
- I share my knowledge and skills and offer practical support to others
- I value and acknowledge the contributions made by others
- I support service users and colleagues to achieve their potential