

**HUMBER TEACHING NHS FOUNDATION TRUST  
JOB DESCRIPTION**

**Job Title:** SPOC Administration Assistant

**Band:** Band 2

**Department:** Community Services

**Responsible to:** SPOC Co-ordinator

**Responsible for:**

**Location:** Whitby/ Scarborough/ Malton

**Job Role Summary**

The Single Point of Contact (SPOC) operates 7 days a week between the hours of 8.00am and 6.00pm. The SPOC administration team are the single point of contact for service users and referring health professionals. Working as part of the SPOC team the post holder will be required to process referrals into a Trust clinical computer system, direct referrals to the appropriate clinical team to be triaged/ allocated to caseload, book appointments and support waiting list management by appointing patients from the waiting lists.

**Core Functions**

- To provide an administration service to Community Services Single Point of Contact (SPOC).
- Facilitate the co-ordination of all referrals into Scarborough, Ryedale, Whitby and Pocklington community services
- Single point of contact for service users and referring health professionals.
- Process referrals into the Trust's clinical computer system.
- Direct referrals to the appropriate clinical team to be triaged/ allocated to caseload.
- Book appointments and support waiting list management by appointing patients from the waiting list.



## **Communication and Relationships Skills**

- Provide and receive routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public/ external contracts.
- To demonstrate a competent level of inter-personal skills when providing information of a non-clinical nature to staff, clients, carers, public/ external agencies, maintaining Trust standards of customer care.
- To accurately record information.
- To contribute to team meetings.

## **Analytical and Judgemental Skills**

- To make judgements in resolving problems of a customer service or administrative nature within pre-defined limits, referring anything of a more complex nature to senior staff.
- To deal with all enquiries effectively and responsively, deciding upon appropriate follow-up action.
- To deal with incoming / outgoing mail in accordance with the workplace procedures.
- To recognise difficult situations and respond accordingly.

## **Planning and Organisational Responsibilities**

- To plan and organise own day to day tasks within the parameters set out by supervising staff.
- May assist with the arrangement of meetings, may be required to take notes of a non-complex nature.
- To plan and organise a range of straightforward tasks as directed by senior staff in line with service provision, e.g. booking of clinical appointments/ venues, where there is a need to adjust or reallocate work.

## **Physical Skills**

- Standard keyboard skills.
- Maintain up to date training and knowledge to effectively move and handle equipment in a safe and effective manner.

## **Responsibilities for Patient Care**

- Provide routine information to clients and carers, e.g. in relation to appointments, correspondence, information, venues/ security.

## **Responsibilities for Policy and Service Development Implementation**

- Be aware of and abide by relevant Trust policies and procedures e.g. Fire, Health & Safety, Infection Control, Information Governance and Confidentiality.
- May comment on policies, procedures, or possible developments relative to the work area.

## **Responsibilities for Financial and Physical Resources**

- To use office equipment in an appropriate manner, reporting any faults following the recognised organisational procedure.
- Order stationery supplies/ issue petty cash/ client funds as required.

## **Responsibilities for Human Resources**

- Provide cover for colleagues, working flexibly to meet the needs of the service/ Trust.
- To assist in the induction of new staff.
- To work towards the objectives agreed in own Performance and Development review.

## **Responsibilities for Information Resources**

- To input data onto computerised systems.
- To maintain records both manually and electronically, producing routine information as required.
- To contribute to the quality of accurate and up to date filing/ computerised systems.

## **Responsibilities for Research and Development**

- To contribute to research projects/ audits/ surveys within the service speciality under supervision.

## **Freedom to Act**

- Works within well established procedures under supervision.
- Uses own initiative to resolve problems of a client/ customer service or administrative nature within pre-defined limits.

## Standard Paragraphs

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously, and appropriate disciplinary action may be taken.
- Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.
- Health and Safety: Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- Infection Prevention and Control: Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- Professional standards and performance review: Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

## Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder

### Confirmation of Job Evaluation Process

<b>Job Reference Number:</b>	JE2359
<b>Date of Job Evaluation:</b>	Aug 23



## Person Specification

	Essential	Desirable	How assessed
<b>Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>• 2 GCSEs/ O levels English and Maths.</li> <li>• Standard keyboard skills e.g. RSA2, ECDL or demonstrable experience within A&amp;C field at standard level.</li> <li>• To have some knowledge of office procedures, clerical/ reception work.</li> <li>• Literate and numerate.</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or more GCSEs/ O levels.</li> <li>• Working towards advanced keyboard skills e.g. Advanced EDCL or RSA3 /OCR.</li> <li>• NVQ 2 or equivalent experiential learning.</li> <li>• Knowledge of a range of work procedures and practices.</li> <li>• Literacy and numeracy at level 1.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form.</li> <li>• Formal qualifications/ certificates.</li> <li>• Interview</li> </ul>



<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with the general public.</li> <li>• Knowledge of IT systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate experience of practice and procedures relevant to the area of work.</li> <li>• Knowledge of Trust IT systems e.g. SystmOne.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form.</li> <li>• Interview.</li> </ul>
<b>Skills and Competencies</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate inter-personal communication skills.</li> <li>• Ability to plan and prioritise effectively and work within defined deadlines.</li> <li>• Good telephone manner</li> <li>• A team player.</li> <li>• Ability to demonstrate ethical values and attitude within a culture of equality and diversity.</li> <li>• Confidential and trustworthy.</li> <li>• Ability to commute between the various sites.</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>

## Job Risk Profile – Effort Factors

This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos			x			Light physical effort required for lifting stationery, files, sitting at a keyboard, answering telephone.
Lifting weights / objects above 15 kilos		x				
Using equipment to lift, push or pull patients / objects			x			
Lifting heavy containers or equipment		x				
Running in an emergency			x			
Driving alone / with passengers / with goods	x					Commuting between sites.
Invasive surgical procedures		x				
Working at height		x				
Concentration to assess patients / analyse information	x				x	Inputting information on IT systems
Response to emergency situations			x			
To change plans and appointments / meetings depending on the needs of the role			x			
Clinical Interventions		x				
Informing patients / family / carers of unwelcome news		x				
Caring for terminally ill patients		x				
Dealing with difficult family situations		x				
Caring for / working with patients with severely challenging behaviour						
Typing up of minutes / case conferences	x			x		Non-clinical note taking
Clinical / hands on patient / client care		x				





Contacts with blood / bodily fluids		x				
Exposure to verbal aggression	x			x		
Exposure to physical aggression		x				
Exposure to unpleasant working conditions dust / dirt / fleas		x				
Exposure to harmful chemicals / radiation		x				
Attending the scene of an emergency		x				
Food preparation and handling		x				
Working on a computer for majority of work	x				x	
Use of road transport	x					Commuting between sites

Caring, Learning & Growing



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Caring, Learning  
& Growing Together

A provider of integrated health and social care services across Hull, East Yorkshire, North Yorkshire and beyond.