

# Sirona Standardised Job Description – Band 3

## Administrator



**Sirona care & health** is a Community Interest Company committed to providing local communities with a range of high-quality specialist health and social care. For us, it's about the personal approach; we take pride in what we do and deliver the high standard of care that we'd expect for ourselves and our families.

The essence of Sirona is about 'Taking it Personally' and we work hard to ensure that everyone who comes into contact with us feels welcomed, supported, safe and valued; and these are the experiences we want everyone to have throughout their employment with us.

Every contact we have with individuals makes a difference and our aim is to make that difference a positive one.

### Structure

Operational Management Team

Administration Manager

Senior Administrator

Administration Assistant/Administrator

# About Sirona



## Sirona values

- We provide care to the standard we expect for ourselves and our families
- We offer a high-quality environment where the individual feels in control of the care and the support they receive
- We offer a working environment where high quality care and compassion are respected and rewarded
- Our staff focus on the goals of the individual taking into account their inter-related physical, mental and social care needs
- Every member of staff takes personally their responsibility to improve the health and wellbeing of those to whom we provide support
- We nurture a just culture where all staff are supported to deliver to the highest standard and are fairly held to account when they fail to do so

## Taking it Personally

Sets out standards of behaviour that have been developed by staff for staff and support Sirona's values. We expect all staff to adhere to the Taking it Personally behaviours to ensure the Sirona values are upheld at all times. Taking it Personally underpins Sirona's vision to achieve our aim to make a difference by providing health and social care services ensuring that we:

- Focus on individuals, families & communities
- Promote the prevention of poor health and wellbeing and intervene only to support recovery
- Add value to our local communities above what we are contracted to do
- Work with others to ensure joined up services
- Remove unhelpful boundaries between services and professionals
- Continually learn and grow as a Company.

We will ensure that everyone who comes into contact with Sirona feels welcomed, supported, safe and valued in line with our commitment to Taking It Personally.

## About the Service

Our Integrated Network Teams (INT's) deliver out of hospital care to people in their own homes or community clinics. We provide these services to people who are registered with a GP within Bristol, North Somerset, and South Gloucestershire (BNSSG). The INT's are aligned to the 6 Sirona Localities, and these, in turn, are aligned to groups of GP practices, known as Primary Care Networks.

The administrative team has an essential role to play in supporting clinical colleagues who work in these integrated multi-disciplinary teams. They provide both planned and unplanned care during the hours of 8am – 8pm, 7 days a week. The administrative team work alongside these clinical teams who include nurses, physiotherapists, occupational therapists and unregistered support staff. You will regularly communicate across the whole team as well as with service users and colleagues across the wider organisation.

These teams are supported by a robust Out of Hours Service 8pm – 8am 7 days a week and can also refer to our Specialist Services teams for advice and guidance when required. The Locality teams are therefore made up of:

- Advanced Clinical Practitioners – Urgent and Long-term Conditions
- Community Nurses
- Community Therapists
- Paramedics
- Highly skilled unregistered workforce which includes Rehabilitations Support Workers and Healthcare Assistants
- Dedicated Administrators

Our INT administrators have a clear career pathway, opportunities for development and are fully integrated into the INT. They make a real and impactful difference to the care of our service users and support to staff.

## About your role

As an INT Administrator you will be supporting the communication of complex and sensitive information. You will need to adapt your style of communication according to need and situation. You will be required to have problem solving skills, be able to manage expectations and use your judgement. You will support the clinical teams on a daily basis with capacity and referral management and work as a key member of the coordination team. Including the administration of caseload management and supporting discharge planning. Supporting performance reporting and collection of data for audits and CQC

# Job description

Duties described are not exhaustive and may be varied from time to time. The Sirona values are integral to the way you are expected to perform.

## Communications

- Provides a professional and courteous service to a range of customers, liaising with patients/clients, carers, families, health professionals and other organisations.
- Will be expected to respond appropriately to unexpected and challenging situations which may include contact with patients in emotional situations maintaining a calm and professional approach (support available).
- Gives non-clinical advice and sign-posts appropriately eg to clinical colleagues.
- Able to escalate issues and risks to line manager as appropriate.
- Liaises with colleagues, patients/clients and/or external contacts regarding complex messages and patient queries including sensitive information to help the team/service run efficiently and effectively.

- Will be expected to adapt communication and use different communications methods according to diverse range of patient/client/customer needs and situations.
- Responsible for the creation of written and electronic templates, and creation of bespoke letters with guidance.
- Responsible for maintaining awareness of developments/priorities at work.
- May provide training for colleagues/new staff and/or day-to-day supervision.

## Planning

- Prioritises own work to meet deadlines in conjunction with colleagues and prioritises on-going work with guidance.
- Problem solver to manage expectations of patients/clients/customers and achieve outcomes eg administration associated with caseload management for example supporting planning for patient discharge.
- Develops rotas, resolves conflicting diary appointments/schedules.
- Organises meetings/events/diaries for others, including agenda setting, taking minutes and follow up actions.

# Job description (continued)

- May undertake project administration or lead a small project with guidance eg data collection.
- Expected to follow standard operating procedures (SOPs) and policies to support your role and contribute to ideas for service and process improvements
- Deputises for other administration colleagues as appropriate.
- Supports managers with recruitment campaigns and associated administration.

## Data and Resources

- Responsible for small expenditure amounts and ordering stationery/equipment/supplies within delegated authority.
- Maintains records relating to medical devices and/or other equipment.
- May be required to transport equipment and stationery and supplies as required.
- Creates and maintains accurate records and documents (paper/electronic) in line with documentation and confidentiality guidelines.

- Collates and inputs data using various systems, produces reports/charts eg performance reports.
- Participates in and supports the collation of data for surveys and audits as required. For example, performance reporting and situation reports.

## Other

- Some posts require unsociable hours and travel, sometimes at short notice to meet service needs.
- Some posts allow an element of working from home.

# Person specification

It is important that you can demonstrate you meet the following requirements in your job application, during the selection process and throughout your employment

## Education and Qualifications:

- NVQ 3 in administration, or equivalent demonstrable experience
- Numeracy and Literacy level 2 qualification or equivalent demonstrable skills.
- Willingness to undertake training required for the role.

## Knowledge of:

- How to handle information confidentially and securely
- How to collate and produce data/information in a reader friendly way.

## Experience of:

- Administration work relevant to the position applied for.
- A range of administrative processes (typing, minute taking, photocopying, scanning, filing, mail management, greeting visitors).
- Delivering excellent customer service on the telephone and in person.
- Diary management.
- Working in a health/social care or service-oriented organisation (desirable).

## Skills and Abilities:

- Administration skills relevant to the role.
- Range of IT skills including electronic communication, text processing, spreadsheets and data bases
- Able to use a range of office equipment, with training.
- Effective interpersonal and written communication skills.
- Able to communicate calmly and professionally with patients/clients/visitors/others who may demonstrate challenging behaviour.
- Able to work well in a team environment but also acts on own initiative.
- Able to supervise others and deputise for more senior colleagues, with appropriate training and support.
- Able to prioritise time and tasks.
- Positive approach to change.

## Other Requirements:

- Flexible to meet service needs which can be unpredictable.
- Ability to travel efficiently to other work bases eg by car or other appropriate means, as reasonably requested.
- Willingness to work unsociable hours where required.
- Some posts require rotation between teams and/or shift patterns.

## Additional role-specific requirements:

See the “About your role” section and/or the job advertisement.

# Important things you should know

All Sirona staff are expected to work within defined policies and procedures. Some of the key expectations are summarised below. For further guidance see the policy documents on our website or ask your manager.

<p><b>Learning and Development</b></p> <p>You will be required to undertake learning and development activities relevant to your role as part of your induction and ongoing statutory and mandatory training, as a minimum. Full details of training modules for your job role will be shared with you as part of your induction.</p>	<p><b>Infection Prevention and Control</b></p> <p>You may be required to undergo (and provide such evidence of compliance or appropriate medical exemption as is reasonably required) health screening, medical examination or precautionary measures, including x-ray, immunisation or vaccination, as may be deemed necessary by Sirona care &amp; health and/or government legislation.</p>	<p><b>Making Every Contact Count (MECC)</b></p> <p>Staff across Health and Social care has many contacts every day with individuals and are ideally placed to promote and engage in conversations about their health and lifestyle. Staff are required to support and encourage individuals to make positive changes to their physical and mental health and wellbeing, including directing them to local services that can support them in making positive changes. MECC focuses on the lifestyle issues that, when addressed, can make the greatest improvement to an individual's health:</p> <ul style="list-style-type: none"> <li>• Stop smoking</li> <li>• Alcohol intake and staying within the recommended limits</li> <li>• Healthy eating</li> <li>• Physical activity</li> <li>• Keeping a healthy weight</li> <li>• Improving health and wellbeing</li> </ul>	<p><b>Procedures</b></p> <p>You will be required to understand and comply with your responsibilities in relation to:</p> <ul style="list-style-type: none"> <li>• Information Governance, Data Protection &amp; Confidentiality</li> <li>• Health &amp; Safety</li> <li>• Moving &amp; Handling</li> <li>• Equality, Diversity &amp; Inclusion</li> <li>• Raising concerns</li> <li>• Wellbeing</li> <li>• Conflict resolution</li> <li>• Professional/other codes of conduct</li> </ul>
<p><b>Safeguarding</b></p> <p>We are committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all staff to share this commitment and promote safeguarding by implementing policies and procedures, acting promptly on concerns, and sharing information appropriately. Training modules on safeguarding will be included in your induction.</p>	<p>Infection Prevention and Control is everybody's responsibility. Compliance with all infection control policies, procedures and guidelines will form an integral part of practice for all staff. An infection prevention module will be included in your induction. All staff will be responsible for familiarising themselves with the Infection control policies and guidelines.</p>		

