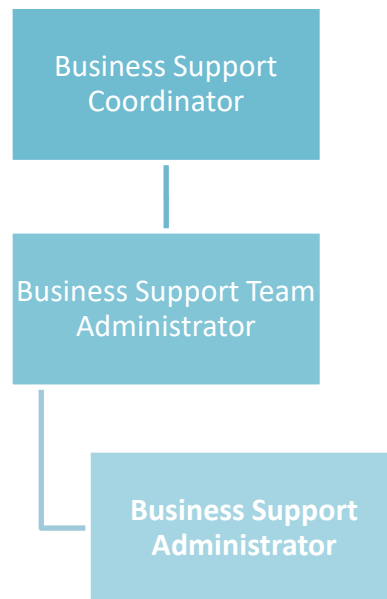


JOB DESCRIPTION

Post Title:	Business Support Administrator
Band:	Band 2 NAX/CC16042019 (£18,005 to £19,337 pa)
Reports to:	Business Support Team Administrator
Accountable to:	Business Support Coordinator

DEPARTMENT STRUCTURE



KEY WORKING RELATIONSHIPS

- Multidisciplinary teams; General Practitioners; Social Care Services; Community Care Teams; Acute And Community Hospitals and Voluntary Agencies.

JOB SUMMARY

To provide a professional, efficient and effective business support administrative function across reception, back office and ward (when role is based within Waveney). To track patients through the system, communicating with clinical staff as appropriate. To work with colleagues to manage clinical staff off duties, transferring information to an electronic rota to enable patients to be seen in a timely manner. To ensure all required stock / equipment available at all times, working with colleague to maintain effective stock levels.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Participate in a rota to ensure the hub has administrative cover between 08:00 and 17:00 on weekdays across all functions within the hub; reception, back office and ward (when role is based within Waveney)
- To support Business Support Coordinator in managing clinical staff off duties, ensuring agreed staffing levels maintained
- Provide an efficient and effective reception service to patients, staff and visitors. To meet and greet all arrivals in a professional and customer / patient centred approach in line with ECCH signature behaviours
- Booking / rebooking of patients presenting to reception, including waiting list management for clinic based services, in line with 18 week wait guidelines and in accordance with clinician instruction. To escalate to Business Support Coordinator any applicable patient pathway which cannot be managed within 18 weeks

- Carry out activities to support clinical triage of referrals and track patients through care pathways across primary, secondary and acute settings
- Schedule visits to patients on behalf of Clinicians and Assistants using electronic systems
- Input and retrieve data using IT systems, ensuring that all information taken is recorded quickly and accurately
- Manage recording of sickness reporting, ensuring documentation is available for line managers in a timely manner
- Manage recording of agreed annual leave, inputting information into off duties in a timely manner to ensure the most up to date information is available
- To communicate effectively and consistently both with colleagues and callers to the service whilst retaining the ability to remain calm in difficult situations
- To prioritise calls requiring immediate attention of a clinician or outside agency
- Respond appropriately to enquiries from other services and patients, referring to other members of the team when necessary
- Order and maintain adequate clinical and office supplies for all required teams within the hub reporting any issues with stock availability to Business Support Coordinator
- Provide general and administrative support to team, monitoring S1 for any administration requests
- Visit other sites as required to ensure service continuity
- Clinic preparation to ensure all required documentation is available for clinical staff
- Arrange and support meetings, take minutes and/or action notes
- Carry out health and safety tasks including the role of Fire Marshal
- All roles within East Coast Community Healthcare CIC (ECCH) require staff to demonstrate our ABCD Commitments and Signature Behaviours in the care they provide to patients, service users, stakeholders and colleagues. All members of staff should consider these behaviours, which are detailed in the pages below, an essential part of their job role.

PERSONAL RESPONSIBILITIES

All of the above activities are governed by the operational policies, standing financial instructions, policies and procedures and standards of ECCH as well as legislation and professional standards and guidelines.

You are also responsible for ensuring the following:

- The requirements of the organisation's statutory responsibilities in relation to codes of conduct, corporate and clinical governance are disseminated, acted upon and achieved.
- Compliance with the Data Protection Act 1998 and Information Governance – the post-holder is not entitled to use for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the organisation or relating to the organisations affairs or dealings which may come to their knowledge during employment.
- Compliance with the Health & Safety at Work Act 1974 – the post-holder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.
- Compliance with all mandatory training requirements as set by ECCH for your role.

- You protect yourself and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by ECCH.
- You act in such a way that at all times your actions safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to ECCH's Safeguarding Children and Adult policies is an essential requirement for all employees as is the participation in related mandatory/statutory safeguarding training.
- Post-holders are required to contribute to the organisation's performance against those aspects of the Assurance and Regulatory Frameworks pertaining to their role and to supply evidence of compliance with standards/targets.

ECCH is a learning organisation and an established placement provider for pre-registration learners; we support and value development of our existing workforce and the future workforce and as such everyone that works in ECCH is required to actively engage in supporting the learning environment.

Directors and Senior Managers (defined as Band 8 and above) will have the following additional explicit responsibilities:

- Directors and Designated Senior Managers will be responsible for the delivery of actions and the collection of associated evidence to ensure compliance with all aspects of the Assurance and Regulatory Frameworks governing the Company's work, including Core Standards within the Annual Health Check and national priority target areas and risk management appropriate to their areas of responsibility.
- They will be responsible for ensuring that all relevant evidence is made available through ECCH's Performance Management systems.
- Where evidence is insufficient or unavailable, responsible Directors and Designated Senior Managers will ensure the necessary actions are delivered by the end of the financial year in which the gap in performance is identified.

NOTES – to all employees:

As a term of your employment with the organisation, you can be required to undertake such other duties commensurate with your grade and/or hours of work at your initial place of work or at any other of the organisations establishments, as may reasonably be required of you.

This is a description of the job as it is at present constituted. It is the practice of this organisation 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. This procedure is jointly conducted by each manager and those working directly to him or her. You will, therefore, be expected to participate fully in such discussions and, in connection with them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. It is the organisation's aim to reach agreement on reasonable changes, but if agreement is not possible the organisation reserves the right to insist on changes to your job description after consultation with you.

ABOUT US

ECCH is a social enterprise which provides NHS community health services across Norfolk and Suffolk. As a social enterprise, ECCH is owned by its staff and uses any surplus resources for the benefit of communities in Norfolk and Suffolk.



We achieve our purpose by delivering high quality, professionally led services that support and sustain the health and wellbeing of our communities that Excel, Grow, Partner and Evolve.

Our purpose and four strategic themes are supported by the positive behaviours which are embedded throughout ECCH and are demonstrated by our staff. These are our ABCD Commitments and our Signature Behaviours, which are outlined on the next page.

ABCD COMMITMENTS

As a staff owned organisation it is important to embed and sustain a culture in which all staff feel valued and supported. Our staff helped to create the below commitments which we believe set out the standards that we can expect from one another. Essentially these commitments are intended to outline the type of culture we are seeking to promote within ECCH by defining the components; Attitude, Behaviour, Competence, Delivery. We expect all staff to take ownership of these commitments and to demonstrate them in every aspect of their role.

Attitudes	Behaviours
<ul style="list-style-type: none"> • Be Positive • Give and receive constructive feedback • Embrace challenge and change • Spend time listening • Build Strong Relationships with colleagues and stakeholders • Be open, honest, flexible and reliable 	<ul style="list-style-type: none"> • Lead by example • Be open, honest and transparent • Constructively address behaviours and attitudes that compromise a positive team environment • Demonstrate entrepreneurial spirit • Treat everyone equally and with respect • Take ownership and get things done • Always act as an ambassador for ECCH • Be proactive with personal desire to succeed and make a difference
Competence	Delivery
<ul style="list-style-type: none"> • Aim to deliver a high quality service every time, every day • Look after our own wellbeing and support others • Expand knowledge, share and develop ideas to continually improve and enhance our services • Support the delivery of our strategic objectives • Make the most of every opportunity that arises in the interest of our company 	<ul style="list-style-type: none"> • Aspire for excellence in all that we do • Be professional at all times • Be accountable for decisions • Contribute to the development of our staff owned organisation • Take personal responsibility for reading, responding to and sharing communications

SIGNATURE BEHAVIOURS

We are building an 'intentional culture' with the Evolve programme that will help us meet our future challenges. Our four signature behaviours underpin how we want to do things in ECCH. All staff will be able to relate to these behaviours and all staff will be expected to positively demonstrate them in the workplace.

<p>We Listen, We Learn, We Lead</p> <ul style="list-style-type: none"> • We convert ideas and feedback into action • We lead every day in many different ways (including following) • We take the time to hear what people say, not what we want to hear • We believe lifelong learning improves the wellbeing of all 	<p>Work Together, Achieve Together</p> <ul style="list-style-type: none"> • When the team wins, we all win • We are part of our community and a system of care (no person is an island) • To do what I do, I need you (My team needs your team for ECCH to succeed) • Wellbeing is Key – Comfortable, Healthy, Happy
<p>My Responsibility, My Accountability</p> <ul style="list-style-type: none"> • We do what we say we will do • We are part of the solution, not the problem • We are positive: where blame is present, accountability is absent • Our Evolve behaviours are our responsibility 	<p>Be Cost Conscious, Respect Our Resources</p> <ul style="list-style-type: none"> • We understand that every pound wasted is a need left unmet • We all share in ECCH's success • We innovate to grow our success • Saving 0.5% of our budget generates £175,000 – What could we achieve?

PERSON SPECIFICATION		
Post Title:	Business Support Administrator	
Band:	Band 2	
QUALIFICATIONS		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> Educated to GCSE "C" or equivalent level with 5 GCSE's including English, Maths & IT Standard keyboard skills equivalent to RSA II. Knowledge of and proficient in the use of Microsoft word and Excel 	Application Form Qualification Certificates Interview
DESIRABLE	<ul style="list-style-type: none"> Microsoft Powerpoint 	Application Form Qualification Certificates Interview
EXPERIENCE		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> Previous experience of dealing with patients in the NHS or similar Previous experience of dealing with complaints Ability to prioritise own work load and act independently 	Application Form Interview
DESIRABLE	<ul style="list-style-type: none"> Administration work in the NHS. Audio typing skills Previous experience of working with an electronic booking system 	Application Form Interview
SKILLS AND KNOWLEDGE		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> Excellent IT Skills including email use of internet Excellent written and verbal communication skills Good organisational skills Able to adopt a diplomatic approach Problem solving Aware of data protection and confidentiality 	Application Form Interview Practical Assessment
DESIRABLE		Application Form Interview Practical Assessment

PERSONAL ATTRIBUTES		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> • Physical / mental capacity to concentrate for long periods. • Physical and mental capacity to deal with frequent interruptions. • Friendly cheerful attitude. • Team working. • Innovative. • Discreet. • Flexible • Ability to travel across the ECCH sites 	Interview Practical Assessment
DESIRABLE		Interview Practical Assessment