

**Leeds Community Healthcare NHS Trust**

**Detailed Job Description**

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| **Post Details****Post title: ICAN SPA Administration Services Coordinator****Band: 4****Profession: Administration Services** **Professional Group: Business Administration**  |
| Service Description:The Integrated Children’s Additional Needs service provides child and family centred, outcome oriented, coordinated and evidence-based services to children with additional needs and their families. The service exists to:* Facilitate participation and inclusion of children with disabilities and their families in daily life.
* Empower families and children to self-manage conditions.
* Identify, change and/or manage underlying impairment to prevent or reduce secondary conditions.
* Promote and protect child wellbeing through safeguarding and healthy lifestyle support.

Assessment, intervention and support for children with additional needs are delivered by three multi-disciplinary hub teams situated in the West, South and East of the city, and the ICAN Nursing Team which operates as a citywide service. The multi-disciplinary teams consist of occupational therapists, physiotherapists, nurses, specialist health visitors, doctors, and administrators. The teams also have input from psychologists, speech and language therapists and dieticians. There are two Clinical Leads and two Service Managers who clinically & operationally manage the Paediatric & Audiology Team, and Nursing, Occupational Therapy & Physiotherapy Teams. They work with the Head of Service to ensure that there is consistent and equitable service provision across the city. Each hub has Nursing, Occupational Therapy & Physiotherapy Team leads who work together to provide strong clinical and professional leadership to hub teams, as well as operational support to the service managers. Administrative support is provided by the central administrative team for citywide management of records, referrals and appointments and hub administrative teams to support the daily work of the hub. |

The Administration and Business Support Coordinator will be the day-to-day manager for a number of administrative staff, carrying out some line management responsibilities and sometimes holding a delegated budget

The post holder will be a team player and will actively contribute to continuous service improvement activities, including the maintenance and improvement of quality to ensure that services are delivered with a customer focus.

**Key result areas**

1. **Responsibility for communication and relationships**
* Regularly communicate with a range of stakeholders via telephone and email, to support delivery of service.
* Maintain effective liaison with stakeholders and manage enquiries through to resolution ensuring they are kept informed of progress.
* Be aware of service users’ and stakeholders needs through regular communication and updates.
* Effectively and efficiently deal with staff who have raised service issues, ensuring that they are understood and accurately documented, demonstrating the use of initiative where appropriate.
* Provide updates and solutions as issues progress, e.g. audit outcomes.
* Provide assistance and ongoing support to staff.
* Be a focal point for team communications and co-ordination with other business support functions within LCH.
* Work with stakeholders to ensure smooth delivery of services, negotiating where issues arise to gain resolutions, and managing the day-to-day relationships.
* Handle sensitive information in a confidential manner and ensure accuracy in all documentation that is communicated to all parties.

The post holder will engage with a range of stakeholders both internal and external which may vary dependant role.

1. **Responsibility for analysis and judgement**
* Undertake a range of variable tasks and small scale projects, as assigned by the line manager.
* Assist senior members of staff with business and operational delivery tasks. Co-ordinating and contributing as and when required.
* Make effective decisions, raising queries with appropriate parties and undertake appropriate analysis to support those decisions or recommendations where there may be a range of options.
* Judge if issues require escalation in order to be resolved.
* Investigation of formal complaints where necessary.
1. **Responsibility for planning and organisation**
* Assist with the organisation and administration of multiple meetings including preparing papers, taking notes/minutes, action logs and liaising with the Chair regarding follow up actions.
* Assist with the organisation of stakeholder groups.
* Make travel and accommodation arrangements.
* Manage own workload completing tasks that have been delegated by line manager or others ensuring any issues are highlighted as appropriate.
* Work in an organised manner using own knowledge and expertise to deliver tasks on time and to standard.
* Take responsibility of quality of own work and keep the team informed of how it is progressing.
* Play a significant part in the day to day operations and activities of the Administration Service to support the delivery of service, which will regularly require the formulation and adjustment of plans.
* Proactively contribute to the planning work of the whole team.
* Undertake a range of administrative tasks to support business and operational delivery functions.

1. **Responsibility for policy and service improvement and development**
* Develop procedures and protocols for own work area which involves producing procedures for everyday tasks, and identify procedures which can be further developed.
* Propose changes to policies impacting across the whole of the administration service where appropriate.
* Keep up to date with issues relating to the work of the team.
* Contribute to the overall adherence to policy.
* Be familiar with LCH policies and procedures, seeking advice as appropriate, to handle any urgent staff issues directly associated with own role.
1. **Responsibility for financial and other physical resources**
* Ensure that agreed procedures and practices are followed e.g. when ordering equipment or stationery.
* Hold a delegated budget where appropriate.
* To be authorised signatory responsible for the authorisation of paperwork for Salaries and Wages.
* Ensure that Standing Financial Instructions are adhered to in respect of monies received e.g. petty cash.
* Responsible for monitoring stock within agreed service area by authorising weekly orders up to designated limit. Use the e-proc system to ensure that all orders are coded correctly and forwarded to relevant approving manager.
* Responsible for maintaining appropriate levels of physical resources, e.g. stock, as determined by assignment.
1. **Responsibility for human resources**
* Day to day management of direct reports, including performance management, appraisals and contributing to grievance and disciplinary cases as required.
* Identify own skills, knowledge and behaviour gaps to inform own development plan and discuss with Line Manager.
* Have input into training new team members on internal processes and procedures.
* Assist in organising induction of new team members for the wider team.
* Provide training to staff as required, e.g. use of mobile phones or other equipment.
* Strong and effective leadership of teams, as determined by assignment.
* Deputise for the Administration and Business Support Team Leader as needed.

 6.8 Act as Recruiting Manager.

**7. Responsibility for information resources**

* Prepare letters, emails, agendas,, briefings, presentations and reports accurately, ensuring that all written materials conform to LCH formatting and style standards.
* Maintain templates and update reference documents as needed.
* Maintain spreadsheets to an accurate standard.
* Maintain accurate records on internal databases as required.
* Update and maintain databases.
* Responsible for the gathering, recording and analysing information from a variety of sources.

**8. Responsibility for audit, research and development**

* Carry out desk-based research, using the web and other sources to support the work of the wider team.
* Assist with conducting audits in relevant areas according to assignment.

**9. Freedom to Act**

* Have autonomy to prioritise own workload, highlighting issues with workload or diary management as appropriate.
* Deputise for Administration and Business Support Team Leader when necessary.
* Seek help when needed in order to complete own work effectively.
* Deliver services within parameters of policy (and/or specialist training as required), identifying the need to escalate where service requests may breach organisational policy.
* Adhere to relevant legislation such as Health and Safety Act, Freedom of Information Act and the Data Protection Act.

**10. Responsibility for health, safety and security**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the organisation.

**11. Responsibility for equality, diversity and rights**

* LCH has a vision to provide the best possible care to every community that we serve. To help us realise the vision each of us must be open and honest and do what we say we will, treat everyone as an individual and continuously listen,learn and improve.

**12. Responsibility for quality**

* Acts as an advocate for service users and their families/carers recognising the boundaries of their knowledge; liaising and signposting on to other services/agencies as required.
* Ensures that service user experience is core to all service development gaining support from appropriate teams as required.
* Works with managers and colleagues to identify, manage and minimise risks within the overall organisational risk management frameworks. Understanding and applying knowledge of support role in safeguarding and incident management.
* Quality assures service provision whenever appropriate.

**13. Flexibility**

This job description is not exhaustive and may change as the post or the needs of the service develop. Such changes will be subject to consultation between the post holder and their assignment manager and, if necessary, further job matching or evaluation.

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 4 |
| **Hours:** | 18.75 hours per week |
| **Contract:** | Permanent |
| **Salary:** | £26,530 to £29,114 per annum (pro-rata) |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following.The full entitlement being 27 days for a full year and pro ratafor an incomplete year's service. An additional 2 days will be awarded after 5 years service plus a further 4 days after 10 years service. This is in addition to 8 public and statutory days holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or are ineligible to join and your remuneration will be subject to deduction of contributions in accordance with the National Health Service Pension Scheme. In the event of you not wishing to join the scheme you should complete form SD502 on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 4weeks written notice of termination of your employment.Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 4 weeks or your statutory notice entitlement whichever is the greater. Statutory entitlement is:For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION** Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.**REHABILITATION OF OFFENDERS ACT 1974**Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.**SECTION 11 COMPLIANCE****Safeguarding Children and Vulnerable Adults**All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.**ORGANISATIONAL AND STATUTORY REQUIREMENTS**All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.**MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)** This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health. The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions. Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf**NOTE**This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder. **JOB SHARE**This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.**SMOKING**The Trust operates a no smoking policy and is smoke free. |

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| **Additional information: Effort and Working Conditions** |
|  | **Emotional effort** | **Yes** | **No** | **Examples** |
| Giving unwelcome news to customers or staff |  ✓ |  | Occasionally exposed to distressing situations as first port of call for service users, e.g. imparting news such as cancellation of appointments. Occasional contact with distressed services users. |
| Dealing with difficult situations | ✓ |  | Dealing with telephone and face to face enquiries from service users/stakeholders, some of whom may be unhappy |
| Providing counselling or coaching to staff |  | ✓ |  |
| Communicating life changing events |  | ✓ |  |
| Dealing with people with challenging behaviour | ✓ |  | Within the parameters of line management of multiple teams  |
| Other |  | ✓ |  |
|  | **Physical effort** | **Yes** | **No** | **Examples** |
| Working in unpleasant physical conditions |  | ✓ |  |
| Lifting weights or equipment with or without mechanicalaids | ✓ |  | Occasionally required to move tables and chairs and may be required to move stationery deliveries, handover postbag to shuttle service 5-8kg |
| Making repetitive movements | ✓ |  | Frequent and prolonged keyboard usage. |
| Fine manipulation of objects |  | ✓ |  |
| Standing/sitting with limited scope for movement forlong periods |  | ✓ |  |
| Other |  | ✓ |  |
| **Mental effort** | **Yes** | **No** | **Examples** |
| Carry out training or assessments | ✓ |  | Staff development for the work area and statutory & mandatory training. |
|  | Analyse statistics | ✓ |  | E.g. preparing of documents that compile information from different sources and presenting results. |
|  | Operate equipment |  | ✓ | . |
|  | Give evidence in a formal hearing or tribunal |  | ✓ |  |
|  | Attend meetings | ✓ |  | Team meetings, corporate meetings as required |
|  | Prepare detailed reports | ✓ |  | Preparing of documents that compile information from different sources and presenting results |
|  | Check documents | ✓ |  | Peer review of documents that compile information from different sources and present results |
|  | Carry out calculations | ✓ |  | Draft documents that draw on information from a number of different sources, providing summary information as required |
|  | Carry out fault finding | ✓ |  |  |
|  | Other |  | ✓ | Work pattern is with frequent, unpredictable interruptions |
|  | **Working Conditions**  | **Yes** | **No** | **Examples** |
|  | Excessive temperatures or noise |  | ✓ |  |
|  | Use of VDU more or less continuously | ✓ |  | Use of a computer is a consistent requirement of this post. |
|  | Driving/being driven in normal situations | ✓ |  |  Travelling across the city to different sites |
|  | Exposure to aggressive verbal behaviour wherethere is little/no support |  | ✓ |  |
|  | Other |  | ✓ |  |

**Personal Specification: Administration Services Co-ordinator**

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| **At recruitment** | **Essential**Those needed by the post holder to meet the requirements of thejob description to a satisfactory level | **Desirable** Extra factors that can be used to choose between candidates who meet the essential criteria |
| **Qualifications** | 5 GCSEs including English and mathematics (or equivalent) | * CMI Level 4 Diploma in Management and Leadership

• First Aid Certificate• Managing Safely Certificate• Fire Warden certified• Nationally recognised Health and Safety qualification e.g. IOSH   |
| **Knowledge** | • Good working knowledge of Microsoft Office including Outlook, Word, Excel, PowerPoint, Access, Share Point and Microsoft team packages• Knowledge of the importance of information governance, i.e. maintaining the confidentiality of information, storing information in the right place and making sure information is recorded clearly and accurately | • Intermediate level knowledge of Microsoft Office including Outlook, Word, Excel, PowerPoint, Access, Share Point and Microsoft Team software packages |
| **Skills and experience** | **Business and Operational Delivery*** Good written communication skills, including grammar and spelling

• Experience of maintaining filing systems both electronically and manually• Experience of arranging and supporting meetings; taking notes, observing procedures and distributing meeting papers• Experience of working in a busy office environment• Proven ability to understand and react appropriately to risks and issues• Ability to extract and understand information from various sources• Ability to undertake surveys or audits as necessary to own work• Previous experience requiring the handling of sensitive information in a confidential manner* Experience of maintaining one or more information systems, managing storage and retrieval of records
* Ability to adapt to new changes implemented by the organisation

**Leadership**• A proactive and forward thinker with the ability to work autonomously as well as an effective member of the team• Proven ability to work collaboratively in a dispersed team**Managing feelings, concerns and emotions of self and others**• Self-motivated with an ability to work with some supervision on a day to day basis and contribute to the overall team goals• Ability to work consistently, methodically and reliably under pressure**Decision-making**• Ability to analyse and compare a range of options where there is more than one solution to a problem**Planning and Resource Management**• Ability to pay attention to detail within tight deadlines with frequent unpredictable interruptions• Ability to identify and implement improvements to processes• Able to plan and prioritise own workload• Demonstrable ability to multi-task and support a number of team members at the same time**Communication and Stakeholder Relationship Management**• Demonstrate good written and verbal communication skills, including grammar and spelling• Demonstrate good attention to detail with own communications  including those sent via email.• Able to deal effectively and efficiently with queries and demonstrate the use of initiative in these dealings• Ability to work productively and co-operatively with colleagues  and customers to deliver quality services | * Experience in the NHS or wider health and social care setting

• Customer service experience |