

**Leeds Community Healthcare NHS Trust**

**Detailed Job Description**

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| **Post Details**  **Post title: Neighbourhood Team Officer**  **Band: 3**  **Profession: Administration Services**  **Professional Group: Business Administration** |
| The service aims to deliver a Patient Administration function for LCH which will provide an efficient way of managing the patient journey from referral to discharge across the services, and as a result improve the patient experience.  In addition the service will provide a business support network that will wrap around LCH services providing essential administrative and management support to clinical teams and managers.  This is achieved by ensuring standardised processes which are consistent across the organisation to enable a more reliable, efficient and cost effective service to be provided, better equipped to serve the needs of patients, clinical teams and stakeholders.  The service is committed to providing development, career progression and support to staff, utilising the organisation’s opportunities and embracing its vision, values and behaviours. All members of the Administration Service are expected to work in ways that support the LCH strategy focusing on its core business.  The Administration Service delivery activities include:   * Referral management * Patient waiting lists * Appointments * Diary/ rota/ clinic management * Patient information systems * Procurement and stock management * Meetings management * Reception/ Telephony support * Supporting teams with Electronic Staff Record/ Appraisal/ Sickness analytical tasks |

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**

* Responsible for delivering administrative support which requires face to face, telephony based and electronic contact with service users and other stakeholders, both external and internal to LCH.
* Act as a single point of contact for specific service/services.
* Provide signposting advice to guide colleagues, service users and other stakeholders , including times when there may be barriers to understanding, or where the communication could be conceived as complex (i.e. explaining patient administration operating procedures to people who do not work in that department.
* Communication around sensitive issues such as performance for supervisees, complaints from the public.
* The post holder will engage with a range of stakeholders both internal and external which may vary dependant on role.

1. **Responsibility for analysis and judgement**

* Responsible for analysing information and resolving incidents/ issues reported from a variety of sources, where there may be more than one solution to a problem – for example rota/ diary management clashes/ waiting lists (choice versus breaches)..
* Compare and analyse data and information in order to support service delivery that ensures best value for money, taking colleague and service user requirements and internal policy into consideration.
* Within standard operating procedures, use judgement to flex around duties which in turn benefits service delivery
* Make judgements involving facts or situations, some requiring analysis

1. **Responsibility for planning and organisation**

* Provide an efficient and effective administrative function by ensuring that own tasks, and that of supervisees (where relevant), are planned around departmental deadlines.
* Planning of rotas, clinics, diaries etc.
* Assist with day to day management of issues as required, such as arranging ad hoc team meetings with little or no notice in order to address operational delivery issues.
* Supporting new starter inductions as required.
* Make travel and accommodation arrangements.

1. **Responsibility for policy and service improvement and development**

* Implement/ follow policies and regularly review working practices and identify ideas to improve the service.
* Learn new procedures, seek to understand and use new technologies and help colleagues to do the same.
* Participate in quality assurance of products or services.
* Actively co-operate with change, and consider ways to implement and adapt to change in own work.
* Be constructive in raising issues with managers about implemented changes and the impact these are having on the service.
* Contribute to continuous service improvement activities.

1. **Responsibility for financial and other physical resources**

* Raise purchase orders using the LCH approved systems in line with policy.
* Ensure that all approved requests for purchase have a cost centre authorised signatory prior to being submitted.
* Ensure all office equipment is repaired or replaced where appropriate in a timely manner to ensure continuity of service, as determined by assignment.
* Provide an efficient postal service ensuring that the postage account is monitored and replenished when appropriate to ensure continuous service, as determined by assignment.
* Responsible for maintaining appropriate levels of physical resources, e.g. stock, as determined by assignment.
* Authorised signatory for small financial payments and handle cash as determined by role.

1. **Responsibility for human resources**

* Train and mentor new team members on procedures as required.
* Responsible for day-to-day supervision or co-ordination of staff as determined by role.

1. **Responsibility for information resources**

* Responsible for data entry, maintenance and processing of very accurate records on external and internal databases/information systems.
* Produce accurate basic reports from data, identifying areas of concern and escalating as required.
* Management of assigned tasks/duties in line with any service level agreements that are in place.

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

* Responsible for maintaining one or more information systems where this is a significant job responsibility.
* Conduct audits as determined by assignment to ensure service delivery is achieved.
* Assist with audits as required and update systems with audit results.
* Responsible for taking and transcribing notes/formal minutes as determined by role.

**9. Freedom to Act**

* Proactively deliver an admin support function within defined service level agreements, ensuring close liaison with colleagues to constructively address operational issues.
* Deliver an admin support function using standard operating procedures taking appropriate steps to ensure decisions are actioned within clearly defined policies, procedures and codes of conduct, escalating any anomalies as required
* Deliver an admin support function within parameters of training and policy, identifying the need to escalate where requirements breach policy for the service.

**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 we continuously listen, learn and improve

**12. Responsibility for quality**

* Supports the quality assurance demands of the business area, both internally and externally.
* 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.

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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 | ✓ |  | Challenging conversations with staff/service users/stakeholders |
| Providing counselling or coaching to staff |  | ✓ |  |
| Communicating life changing events |  | ✓ |  |
| Dealing with people with challenging behaviour |  | ✓ |  |
| Other |  | ✓ |  |
|  | **Physical effort** | **Yes** | **No** | **Examples** |
| Working in unpleasant physical conditions |  | ✓ |  |
| Lifting weights or equipment with or without mechanical  aids | ✓ |  | 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 for  long periods |  |  |  |
| Other |  | ✓ |  |
| **Mental effort** | **Yes** | **No** | **Examples** |
| Carry out formal training or assessments | ✓ |  | Staff development for the work area. |
|  | Analyse statistics | ✓ |  | Identify gaps in room booking usage from system reports. |
|  | Operate equipment |  | ✓ | . |
|  | Give evidence in a formal hearing or tribunal |  | ✓ |  |
|  | Attend meetings | ✓ |  | Team meetings |
|  | Prepare detailed reports | ✓ |  | Number of requests for service received/triaged/closed/outstanding |
|  | Check documents | ✓ |  | High level of accuracy required when dealing with release of patient-identifiable data. |
|  | Carry out calculations | ✓ |  | Part of report preparation |
|  | Carry out fault finding | ✓ |  | Ascertain if equipment needs repairing/replacing |
|  | Other |  | ✓ |  |
|  | **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 |  | ✓ | Occasional travel is required but public transport use is encouraged. |
|  | Exposure to aggressive verbal behaviour where  there is little/no support |  | ✓ |  |
|  | Other | ✓ |  | Regular national travel required with occasional overnight stays. |

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 3 |
| **Hours:** | 37.5 per week |
| **Contract:** | Permanent |
| **Salary:** | £24,937 to £26,598 per annum |
|  | 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 rata  for 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 4  weeks 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. | |

**Personal specification: Neighbourhood Team Officer**

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| **At recruitment** | **Essential**  Those needed by the post holder to meet the requirements of the  job description to a satisfactory level | **Desirable**  Extra factors that can be used to choose between candidates who meet the essential criteria | |
| **Qualifications** | * NVQ Level 3, Higher National Certificate (HNC) or equivalent experience * Educated to GCSE level (including English and mathematics) or equivalent practical knowledge and experience | • First Aid Certificate  • Managing Safely Certificate  • Fire Warden certified  • Nationally recognised Health and Safety qualification e.g. IOSH  • CMI Level 3 Diploma In management | |
| **Knowledge** | • Sound working knowledge of Microsoft Office including Outlook, Word, Excel, PowerPoint, Access, SharePoint 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  • Knowledge of administrative procedures relating to work area acquired through on the job training | • Intermediate level knowledge of Microsoft Office software packages | |
| **Skills and experience** | **Business and Operational Delivery**   * Proven ability to understand and react appropriately to risks and issues * Experience of maintaining one or more information systems, managing storage and retrieval of information or records * Experience of paying attention to detail within tight deadlines whilst dealing with frequent unpredictable interruptions * Ability to work consistently, methodically and reliably under pressure * Experience of being a team player with the ability to support and advise others in the performance of their roles as required   **Leadership**  • A proactive and forward thinker with the ability to work autonomously as well as an effective member of the team  **Decision-making**  • Ability to be decisive, taking appropriate steps to ensure decisions are actioned within clearly defined policies, procedures and codes of conduct  • Ability to adapt to new changes implemented to the organisation such as incorporating new systems/processes as released  **Planning and Resource Management**  • Ability to identify improvements to processes  • Ability to undertake surveys or audits as necessary to own work  **Communication and Stakeholder Relationship Management**  • Excellent verbal and written skills taking into account barriers to understanding using diplomacy to deal with service users/stakeholders who misunderstand or breach procedures | * Ability to motivate others * Ability to self-manage * Ability to meet deadlines |