**TRELOAR TRUST**

**JOB DESCRIPTION**

**Post: Health Centre Coordinator**

**Responsible to:** Head of Healthcare and Nursing

**Main Responsibilities of Job:**

Treloar School and College are independent providers of specialist education, nursing and therapy to students with highly complex physical, neurological and learning difficulties.

To provide organisational and administrative support to all healthcare professionals working within the Health Centre through customer focused and highly efficient processes

To support the Head of Healthcare and Nursing as a personal assistant

To ensure all students receive supportive and timely attention when attending the health centre

To continuously improve and manage effective and time efficient systems, processes and procedures to the benefit of Treloar as a whole

**KEY TASKS**

**Management**

* To provide day-to-day support to the Health Centre team, with a consistent customer focused attitude. The Health Centre is a busy hub: nurses, dieticians, and external visitors such as general practitioners are based here, residential and education staff and students visit or phone on a regular basis
* To provide personal assistance to the Head of Healthcare and Nursing, managing diaries, monitoring projects and actions due, providing proactive administrative support in a busy environment
* Continuously improve and manage effective and time efficient systems, processes and procedures within the Health Centre, and throughout Treloar when relevant to healthcare of students
* To co-ordinate clinics, monitoring and documenting health data accurately and in compliance with GDPR
* To communicate directly with staff for monitoring purposes (e.g. progress with mandatory training, care plans)
* To provide proactive administrative and organisational support for meetings (e.g. infection prevention and control, continuing health care, pharmacy)
* To be responsible for providing reports and analysis of agreed data (e.g. mandatory training, medication training, immunisations), through expertise in Excel programmes
* Complete relevant health centre audits, and monitor out of date care plans
* To review and improve clinical documentation, policies and processes relevant to the Health Centre
* Track nurses revalidation dates; training; PDRs; probation and provide reminders for ordering things and monitoring equipment spends
* Track and report Central Alerting System/Medical Device Alerts
* Prepare the shift rota, and contact staff to arrange cover, working closely with senior nurses and the bank staff coordinator
* To manage absence tracking and relevant paperwork in liaison with Head of Healthcare and Nursing, and the Lead Dietician, while maintaining confidentiality
* To take the lead on specific projects
* To manage administrative staff within the Health Centre, undertaking performance and development reviews for designated staff
* Ensure all enquiries are handled professionally and proactively, are recorded on the appropriate database and are monitored and reported on regularly. High regard for customer service and quality processes within the whole team is crucial.
* To work closely with the Clinical Assistants, and medical secretary, to ensure reception is manned at all times
* To facilitate students accessing timely support when attending the Health Centre
* To monitor equipment loans, purchasing, servicing and repairs

## Administrative

* Administrative duties include taking minutes, uploading documents, answering the telephone, answering correspondence, dealing with queries from staff, parents and a variety of outside agencies, co-ordinating room bookings and clinical appointments
* Processing sensitive and confidential medical information
* Provide administrative support to nurses for student admissions and student activities
* Preparing and circulating agendas for meetings, arranging meetings, visitors, travel and accommodation
* Formatting and proof reading of clinical policies
* Typing/composing letters, references and reports which may be of a highly confidential and sensitive nature
* To be a confidential and unbiased note taker for investigative or disciplinary interviews
* Ensure good administrative stock levels to aid efficient working

## Other duties

* To support the Trust in safeguarding and protecting the welfare of all students.
* To comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and GDPR, reporting concerns to an appropriate person.
* To maintain and develop own professional knowledge and awareness.
* To undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager.
* A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post.
* This job description will be reviewed and amended in the light of changing professional demands.

Treloar Trust

March 2019

**PERSON SPECIFICATION – Health Centre Coordinator**

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| **MINIMUM CRITERIA** | **DESIRABLE CRITERA** | |
| **Qualifications**   1. Relevant level 3 administrative/IT qualifications or equivalent 2. Comparative level 2 qualifications in English and Maths |  | |
| **Knowledge and Experience**   1. Experience of office management 2. Evidence of good team working 3. Experience of customer service 4. Experience in report writing and data analysis | * Experience of working in a healthcare setting * Experience of being a PA * Experience of managing staff | |
| **Skills and Abilities**   1. Proficient in MS Word, Outlook and Excel 2. Excellent verbal and written communication skills. Must be able to communicate at all levels of the organisation and demonstrate report and letter writing skills. 3. A high level of organisation and co-ordinating skills. Ability to manage a number of projects simultaneously 4. High Level of Customer Service skills 5. Ability to effectively communicate and liaise with external stakeholders 6. Time management. Must be able to manage own workload and work to deadlines. 7. Experience in working with sensitive information, compliant with GDPR 8. Able to anticipate the needs of senior managers | * Previous experience of SharePoint beneficial but not essential * Previous experience of policy writing beneficial but not essential | |
| **Personal Qualities**   1. A commitment to promoting and   safeguarding the welfare of students   1. A team based and flexible approach 2. Reliable 3. Discreet and with the ability to ensure confidentiality of information. 4. Able to work in stressful situations, while maintaining good customer service 5. Calm, supportive manner 6. Motivated and able to take the initiative |  | |
| **Personal Circumstances**  Ability to work flexibility, on occasion, to meet department needs |  | |
| Treloar Trust is committed  to safeguarding children, young people and vulnerable adults  All successful candidates will be subject to a DBSCheck along with other relevant employment checks | |

BOTH THE JOB DESCRIPTION AND THE PERSON SPECIFICATION ARE SUBJECT TO THE TRUST'S EQUAL OPPORTUNITIES POLICY