**TRELOAR TRUST**

##### JOB DESCRIPTION

# POST: Health Centre Administrator

**RESPONSIBLE TO**: Health Centre Coordinator

**ACCOUNTABLE TO:** Head of Healthcare and Nursing

**LOCATION:** TRELOAR HEALTH CENTRE

**JOB PURPOSE:**

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

The post holder will provide efficient administrative support to the clinical team in the Health Centre, including nurses and visiting medical personnel. The post holder is responsible for organising their own workload on a day-to-day basis and responding to the requirements of this service, under the supervision of the Health Centre Coordinator.

**RESPONSIBILITIES:**

**KEY TASKS**

* Provide a full range of administrative support to the Health Centre
* Provide full secretarial support to nurses and visiting doctors
* Provide a customer focussed approach to all visitors to the health centre (students, care staff, external health care professionals), including contact by telephone
* Organise, manage and prioritise own workload on a day to day basis
* Maintain and improve existing systems and processes, working closely with the Health Centre Coordinator
* Maintain strict patient confidentiality, showing respect and kindness to visiting students
* Proactively arrange clinical assessments and appointments, and organise associated elements, including transport, escorts and liaison with students, care staff and/or parents
* Maintain accurate student records, documenting sensitive health information in a confidential manner.
* Maintain accurate, detailed and confidential medical records through the GPs NHS computer systems
* Arrange and coordinate all clinics held in the Health Centre by visiting external health care professionals, and ensure they run smoothly, e.g. Orthopaedic clinics, dental, school health vaccinations.
* Help co-ordinate the onsite GP clinics, scheduling appointments, forwarding relevant communication in a timely manner, working closely with the clinic nurse, and creating any subsequent communication for the GP, e.g. referral letters.
* Transcribe notes resulting from GP and consultant clinics promptly and accurately
* Maintain accurate and contemporary data records, providing reports within scope of competency
* To open and prioritise incoming mail and action appropriately, e.g. making appointments, filing, photocopying, scanning into relevant databases, liaising with parents and staff where appropriate
* Support the completion of student forms/letters for example, Incapacity Benefits, Fitness to Fly, information re disability, sports, etc
* To proficiently use Microsoft Office to support departmental activity, in particular Word, Excel and Outlook for electronic diary management
* Manage medical files and reports for student joiners and leavers, preparing reports/letters for transfer of care
* Ensure that all filing is kept up-to-date and that records are maintained in a tidy fashion, including records that are owned by the GP
* Maintain asset tagging and electronic records to track medical equipment
* Ensure equipment is maintained and is used in a safe and proper manner and that any defects, accidents or undue occurrences are correctly reported and action taken as soon as possible
* Communicate in a professional manner to a diverse range of people – students, health care professionals, external agencies
* Liaise and manage relationships with external providers of services and supplies e.g. dentist, continence service
* To develop and maintain good working relationships with staff in other departments within the organisation.
* **Other duties**
* Support the Trust in safeguarding and protecting the welfare of all students
* Comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and GDPR, reporting concerns to an appropriate person
* Maintain and develop own professional knowledge and awareness
* 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.

June 2019

###### Person Specification – Health Centre Administrator

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| **MINIMUM** | **DESIRABLE** | |
| Qualifications  * GCSEs with English and Maths (C or above) | * Medical Secretary Qualification * NVQ/QCF Level 3 or equivalent level of knowledge of office procedures * RSA Level 3 or equivalent level of knowledge of software programmes | |
| **Skills and Knowledge**   * Advanced keyboard/touch typing skills * Audio typing skills * Good computer skills in particular Microsoft Office packages including Outlook, Excel and Word (inc. mail merge), e.g. trained to Intermediate or above * Minute taking skills * Evidence of good communication skills, both verbal (face to face/telephone) and written * Ability to work on own initiative and prioritise own workload |  | |
| **Experience**   * Recent previous experience of working within a customer focused environment * Administration experience * Experience with managing personal sensitive information, requiring safe storage and confidentiality * Disability awareness with a positive approach to disabled people * Experience of working in a busy and varied environment * Maintaining database records * Diary management | * Recent previous experience within a healthcare or education setting * Event or project management * Experience of managing relationships with external suppliers or contractors | |
| **Personal qualities**   * A commitment to promoting and safeguarding the welfare of students * Trustworthy and reliable * Organised and confidential * Attention to detail and accuracy * Ability to work flexibly * A team player |  | |
| **Physical Requirements**   * Ability to work at the computer for extended periods, applying DSE safeguards as appropriate * Resilience to sensitive and potentially disturbing medical information |  | |
| 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

Term time only; 21 hours per week (4-5 days per week)