

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 onsite support for co-ordination, organisation and administration to the Health Centre team through a customer focused approach and highly efficient processes – this is a clinical team consisting of nurses, dietitians, pharmacy technicians, health care assistants and our administration team; and a visiting GP practice
- To support the Head of Healthcare and Nursing as a personal assistant

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, dietitians, 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
- Manage and supervise a small group of staff, undertaking performance and development reviews as per policy
- Communicate professionally at all times; confidently manage difficult conversations and complaints, aiming for a positive outcome
- Continuously improve and manage effective and time efficient systems, processes and procedures
- Co-ordinate contracted and ad hoc clinics, including visiting health professionals
- To provide organisational support for meetings (e.g. infection prevention and control, continuing health care, pharmacy), taking the role of chair where appropriate, utilising those with clinical expertise in attendance
- Take responsibility for providing reports and analysis of agreed data (e.g. immunisations, Central Alerting System/Medical Device Alerts), through expertise in Excel programmes
- Track absence and relevant paperwork in liaison with Head of Healthcare and Nursing, and the Lead Dietician, while maintaining confidentiality
- Take the lead on specific projects relevant to skill set
- Ensure all enquiries are handled professionally and proactively, and are recorded on the appropriate database; high regard for customer service and quality processes within the whole team is crucial.
- Work closely with the team to ensure reception is manned at all times
- To facilitate students accessing timely support when attending the Health Centre, and provide a supportive response to queries

Administrative

- Administrative duties include filing, preparing agendas, 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
- Monitor and document sensitive and confidential medical information accurately and in compliance with GDPR
- Provide administrative support to the team for student admissions and student activities
- Track equipment servicing and provide reminders for ordering and monitoring equipment spends
- Format and proof-read long documents
- Compose and type letters 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

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 2024

PERSON SPECIFICATION – Health Centre Coordinator

MINIMUM CRITERIA	DESIRABLE CRITERIA
<p>Qualifications</p> <p>1. Educated to A level or equivalent</p>	<ul style="list-style-type: none"> • Certificate / Diploma in Primary Care and Health Management or equivalent qualifications/experience • Educated to degree level • Customer service training
<p>Knowledge and Experience</p> <p>1. Office management</p> <p>2. Experience of supporting senior managers</p> <p>3. Scheduling and managing of regular meetings (to include agendas/ minutes/ actions follow up)</p> <p>4. Project management</p> <p>5. Experience of a customer service environment</p> <p>6. Report writing and data analysis</p> <p>7. Experience in working with sensitive information, compliant with GDPR</p>	<ul style="list-style-type: none"> • Experience of working in a healthcare setting e.g. Practice Management, medical secretary • Experience of being a PA • Experience of managing staff
<p>Skills and Abilities</p> <p>1. Proficient in MS Word, Outlook and Excel (trained to advanced level)</p> <p>2. Excellent verbal and written communication skills.</p> <p>3. A high level of organisation and co-ordinating skills. Ability to manage a number of projects simultaneously</p> <p>4. Able to design and implement efficient administrative processes</p> <p>5. Diary and/or staff rota management</p> <p>6. Time management. Must be able to manage own workload and work to deadlines.</p> <p>7. Able to anticipate the needs of senior managers</p> <p>8. Able to manage the workload of others</p>	<ul style="list-style-type: none"> • Experience of SharePoint • Experience of formatting long documents
<p>Personal Qualities</p> <p>1. Motivated and able to take the initiative</p> <p>2. A team based and flexible approach</p> <p>3. 'Can do' attitude</p> <p>4. A commitment to promoting and</p> <p>5. safeguarding the welfare of students</p> <p>6. Discreet, with the ability to ensure confidentiality of information</p> <p>7. Calm, supportive manner</p>	
<p>Personal Circumstances</p> <p>Ability to work flexibility, on occasion, to meet department needs</p>	
<p>TRELOAR TRUST IS COMMITTED TO SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS</p> <p>All successful candidates will be subject to a DBS Check along with other relevant employment checks</p>	

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