

Job Description

Title: IDS Admin – Senior Clerical Administrator
Band: 3
Staff Group: Discharge Services
Reports to: Admin Team Lead

Job Summary:

Working within the IDS Admin Team your role will focus on the following:

- To assist in ensuring the provision of a comprehensive clerical and administrative support network within the Integrated Discharge Service (IDS).
- Work as part of an integrated administration team reporting directly to the Admin Team Leads.
- Supporting the Admin Team lead by supervising the team to ensure smooth running of daily tasks.
- To provide support to our Portsmouth and Hampshire Health & Social Care discharge service partners.
- Work across organisation and departmental boundaries to assist in the provision of a robust seven-day service.

Key Responsibilities:

General

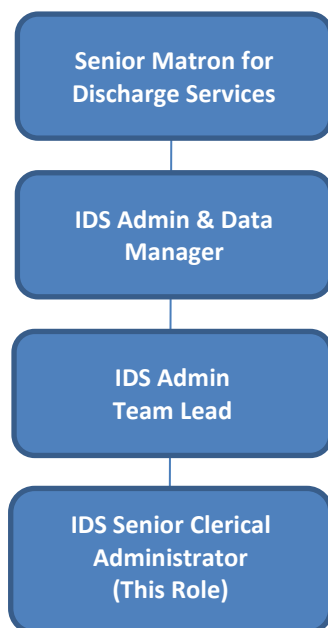
- Ensure that all telephone, email and face to face enquiries to the department from both internal and external parties are handled courteously, effectively and efficiently.
- Assist with monitoring and ordering of resource information and materials including stationery.
- Assist in the collection and distribution of accurate and up to date information on patients whose discharge is planned within a rolling 5-day period.
- Be proactive in helping IDS teams set accurate Estimated Discharge Dates (EDDs), Pathways and Professional group contact details within the Portsmouth Hospitals University NHS Trust main computer systems.
- Attend meetings and assist with note and / or minute taking as required.
- Perform general administrative duties such as handling and processing forms, letters and reports etc.
- Scanning and/or emailing documents onto relevant Social Care and/or PHU hospital-based computer systems
- Inputting and maintaining patient/client data within relevant Social Care and/or PHU hospital-based computer systems.
- Collation and distribution of data and reports as required by the relevant Health and / or Social Care teams.
- Perform any other duties as may be required and deemed appropriate, and which will be subject to regular review in relation to changes in governing legislation and departmental policies and procedures.

Shared Core Functions

- Support the values and aspirations of the Integrated Discharge Services (IDS).
- Proactively and positively contribute to the successful overall performance of the Trust.
- Demonstrate flexibility by working across departmental boundaries ensuring a smooth and collaborative approach to all work duties.
- Adhere to the Policies, Principles and Standards set out by the Trust.
- Undertake and initiate appropriate training and education as necessary (including mandatory training) to ensure own personal and organisational needs are met.
- Take part in reflective practise to develop both personally and professionally to meet the changing demands of the job.
- Deliver excellent levels of customer service to all patients, visitors and staff at the Trust.

- Support with ensuring effective communication with colleagues and partners at all levels, both internally and externally.
- Proactively and positively contribute to the achievement of objectives through individual and team effort.
- Proactively ensure you are aware of relevant organisational communications.

Organisational Chart



Trust Values

Working Together for Patients

- Prioritise Safety.
- Focus on the quality of patient care.
- Deliver great customer care and experiences.
- Act with professionalism.
- Pursue the best outcome.
- Take personal responsibility and make no excuses.

Working Together with Compassion

- Compassionate and kind.
- Friendly and courteous
- Attentive and helpful.
- Protective of patient dignity.

Working Together as One Team

- Listen and hear.
- Break down silos and work in partnership internally and externally.
- Explain and involve patients and staff in decisions.
- Respect everyone's time.

Working Together Always Improving

- Seek and give feedback.
- Identify and make improvements to how we do things, however big or small.
- Work efficiently and keep things simple.
- Live within our means.

- Develop through learning.
- Engage, innovate, and improve.

Person Specification

Qualifications and Experience

Essential

- Education to GCSE Level Grade 4-9 (C or above) or equivalent, including English and Maths
- Previous experience of providing administration / clerical support in a busy and challenging environment
- Excellent IT skills with proficiency in the use of Microsoft Office, particularly Word, Excel and Outlook

Desirable

- Experience of working in a Health Care and / or Social Care environment
- Experience of working with Health Care and / or Social Care IT systems
- ECDL / ICDL or equivalent

Skills and Knowledge

Essential

- Excellent communication, organisational and interpersonal skills
- Ability to achieve a high level of accuracy while ensuring deadlines are met
- Ability to work with staff at all levels
- Willingness to undertake and engage in all essential training as required
- Customer care skills

Desirable

- Previous experience working within a cross-functional team
- Overall understanding of current Health and Social Care service sector issues

Personal Qualities

- Team player – willingness to be flexible and part of a team
- Proactive – able to work under own initiative
- Ability to prioritise
- Understand and adhere to the requirements of confidentiality
- Strong administrative skills
- Responsive and flexible attitude / approach to work
- Understanding of and ability to work in line with the Trust Values

Job holders are required to act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential / mandatory training in this area.

Print Name:

Date:

Signature: