

# Job Description: Healthcare Administrator

Function:	Sodexo Justice Services
Position:	Administrator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Robyn Haworth – Practice Manager
Additional reporting line to:	Lindsey Partington - Head of Healthcare
Position location:	HMP Forest Bank

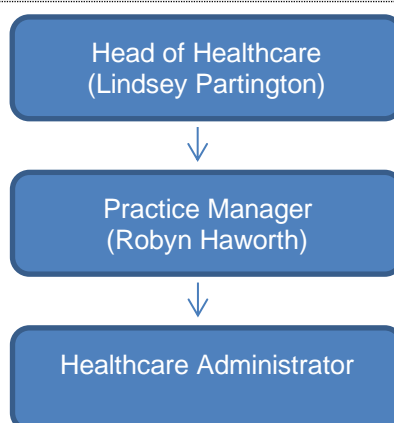
## 1. Purpose of the Job

- To provide proactive, efficient and effective administrative support to the Healthcare management and professionals with general administration duties to ensure smooth planning and running of Healthcare workload

## 2. Dimensions

- Management of information and within specified deadlines in order to meet KPIs, maintaining records for the collation of data for internal reports for the Head of Healthcare and the Practice Manager along with external agencies such as NHS Commissioners and Healthcare corporate senior managers.
- Working alongside both Primary Care and Recovery Administrators, ensuring a high standard of service is provided for both residents and external agencies

## 3. Organisation chart



## 4. Context and main issues

- Abide by strict deadlines and have extensive knowledge of the impact of these
- Ability to prioritize and manage a large workload
- Ability to work with other departments prioritizing security, safety & risk

## 5. Main assignments

- Maintain all appropriate records including clinical information using SystmOne and office based systems i.e. Excel databases, daily PNOMIS upload to clinical system
- Responsible for all administrative duties as required by the Manager, ensuring the function is run efficiently
- To work closely and co-operate with colleagues as information sharing is a necessity to ensure correct and precise data is passed on to relevant departments so that time lines are met
- Communicate effectively and professionally with GP's Healthcare professionals, colleagues and external organisations
- Manage both internal and external appointments – booking appointments into hospital diary, giving directions to clinical team where necessary, along with internal bookings on CMS
- Manage referral process of patients to hospitals – planned escorts
- To take accurate minutes of meetings when required, distributing timely – Clinical Governance and Medicines Management
- Management of internal and external Healthcare post
- Co-ordinate policy management on SystmOne
- Manage, distribute and answer solicitors letters and internal complaints – ensuring all complaints are responded to within their deadline in line with the NHS Confidential Complaints Policy
- Setting up new starters, providing training where necessary and changing passwords
- Auditing and maintaining data on patient attendances for both internal and external Healthcare appointments
- Attend any training as and when required.
- Management information provided accurately and within specified deadlines in order to meet KPTs
- Ad-hoc duties as and when directed by Practice Manager and Head of Healthcare

## 6. Accountabilities

- Ensuring that the policies and practices are carried out within the guidelines
- All records maintained and completed within specified legal requirements where appropriate and in accordance to any prison service instructions and NHS standards where applicable
- Work directly with different departments to ensure operational and clinical requirements are met

## 7. Person Specification

### Essential

- Experience working in a similar environment or role
- Able to operate relevant IT applications especially excel
- Experience of working under pressure and to deadlines
- Able to manage competing work priorities
- Attention to detail and accuracy
- Excellent interpersonal skills

### Desirable

- A Healthcare back ground (but not essential)
- SystemOne experience and user trained

### Other Information

- Attend any training as and when required.
- Minute taking for the meds management meeting

## 8. Competencies

- Rigorous management of results
- Innovation and change
- Growth, Client and Customer Satisfaction, quality of services provided

## 9. Management Approval

Version	1	Date:	7 <sup>th</sup> April 2020
Document Owner	Robyn Haworth		

## 10. Employee Approval – To be completed by employee

Employee Name		Date	
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