

Job Description: Healthcare Administrator



Function:	Sodexo Justice Services
Position:	Administrator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Charlee Bott (Senior Healthcare Administrator)
Additional reporting line to:	Suzanne Pollard (Head of Healthcare)
Position location:	HMP & YOI Bronzefield

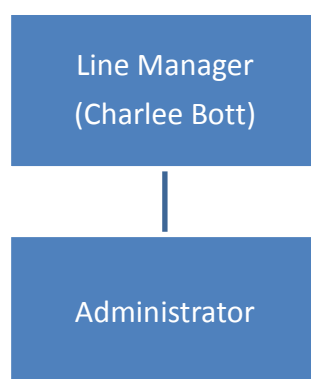
1. Purpose of the Job

- Provide general administration support across a number of areas within the health care department performing a variety of duties to ensure the smooth running of the function and providing a service to the prison

2. Dimensions

- Management information provided accurately and within specified deadlines in order to meet KPTs
- Team based self-rostering is updated and reviewed on a fortnightly basis
- Ensuring waiting times are kept to their national standards, each clinic will be different.
- Working alongside another colleague and also working alongside the recovery administrators.
- Collating data for internal reports for the Head of Healthcare and the practice manager and also external agencies such as NHS Commissioners and Healthcare corporate senior managers.

3. Organisation chart



4. Context and main issues

- Abide by strict deadlines and have extensive knowledge of the impact of these
- Ability to prioritise workload in terms of security, safety and risk
- Keep up to date with any Policy changes and PSO requirements
- Monitor ongoing Performance and liaise with line managers

5. Main assignments

- Maintain all appropriate records and documentation.
- To manage the team based self-rostering regarding nurses hours and annual leave
- Responsible for all administrative duties as required by the Manager, ensuring the function is run efficiently and cost effectively when performing work as required and planned.
- 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
- Build relationships with key internal and external stakeholders.
- Abide by the corporate strategic directions, Contract Delivery Indicators, MOJ/NOMS service specifications and all appropriate Regulations and Health and Safety Policies.
- To book external and internal appointments for patients
- Provide reports and a detailed analysis of the key performance targets. (OBM and DNA reports for meds management) this meeting is where all representative of healthcare meet once a month to discuss any medication issues and also receive feedback from the GPS, Pharmacist, Optician, Social care, Dentist and also the Podiatrist regarding anything clinical.
- Any other additional accountabilities for your role (see attached accountabilities)
- To be a front line representative when the department has a visitor, i.e. Commissioners, corporate healthcare professionals
- To manage the referral process of patients out to hospital and liaise with NHS professionals when required, such as rebooking of appointments and dealing with appointment letters
- Keeps non-attendance of appointments rates down to fewer than 10% responding to post correspondence letters and complaints?
- Attend any training as and when required.
- Minute taking for the clinical governance meeting and also meds management meeting when other colleague is on annual leave.
- Management information provided accurately and within specified deadlines in order to meet KPTs
- Team based self-rostering is updated and reviewed on a fortnightly basis
- Ensuring waiting times are kept to their national standards, each clinic will be different.
- Manage the complaints system ensuring all complaints are responded to within their deadline in line with the NHS Confidential Complaints Policy.

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 order and instructions where applicable
- Work directly with different departments to ensure operational 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

Desirable

- A Health care back ground (but not essential)
- Knowledge of rota management and detailing
- System one 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	8 th March 2016
Document Owner	Samantha Cutbush		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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