



## Administrator, Centre of Excellence & Innovation (CEI)

### Summary

We are looking for an enthusiastic, self-motivated Administrator, who wants to work in an exciting specialist service within a creative environment. Accelerate manages patients within their Centre of Excellence from across London and you would be part of the administrative team, working under the direct supervision of the Patient Services Manager and form a critical part of the Patient Services Team. As part of the role, you will undertake a broad range of duties delegated by the Patient Services Manager or requested by senior management and be expected to work collaboratively and proactively with the Patient Services team and clinical teams to support them in meeting the needs of internal and external clients / patients.

<b>Title:</b>	Administrator, Centre of Excellence & Innovation (CEI)
<b>Reporting to:</b>	Patient Services Manager
<b>Salary:</b>	Pay Range: Assistant: £24,150 - £29,400
<b>Hours:</b>	Full time: 0900 – 1700 / 37.5 hours per week Monday – Friday
<b>Term:</b>	Permanent

### Purpose

To proactively support the Patient Services Manager and the Patient Services and Clinical teams in ensuring a positive experience for people attending the clinic who are living with complex wounds and lymphoedema. This encompasses not simply the related general day to day administrative tasks but the ability to deliver an efficient and effective approach to transport, engagement with GPs, and the needs of the wider clinical staff working in the CEI. The post demands strong interpersonal skills and an ability to think laterally when collaborating with patients, this includes encouraging engagement in attendance to avoid cancellations or non-attendance.

### Outcomes

- Provide effective administrative support as required, to ensure the smooth running of the clinic and a positive experience for the patient.
- Support to and alignment with the referral and triage process, to facilitate quality driven turnaround time from receipt to triage to appointment.
- Use of strong communication skills to make the most positive use of interactions on the telephone in terms of information gathering, putting patients at ease with regard to their forthcoming experience in the clinic, answering queries, encouraging patient engagement and liaising with transport suppliers.
- Effective message taking and distribution through AIMS, to enable positive responses by clinical staff to patient enquiries.
- Responsible for the sorting, distributing and posting of correspondence or items, including preparation of correspondence or goods to be mailed. Arranging couriers and express delivery as required. Completion of Parcel Tracking log. Correct and reforward misdirected mail.



- Hold responsibility for ensuring that all information on transport requirements and appropriate patient information is kept accurate and up to date in AIMS. This includes the screening of all patients prior to first assessment to ensure appropriate transport requirements are identified and approved and transport booked as required.
- Ensure all requests for advocacy are booked in a timely and accurate manner, that the information reflects the needs of the patient, and that this information is accurately recorded in AIMS.
- Demonstrate a visible pride in your working environment, ensuring that the reception area and patient waiting room remain clean and tidy and that information leaflet supplies are replenished to meet patient needs. The water and coffee machines are always cleaned and regularly restocked.
- Demonstrate an ability to work unsupervised, using initiative to recognise when there is a time-sensitive need to undertake and complete a piece of work or task.
- Maintain an awareness of the requirements of data protection and the privacy of patient identifiable data and ensure this is reflected in all working practices.
- Maintain a positive attitude to your work, remaining flexible in your work requirement and presenting a friendly and welcoming approach for patients and visitors to the Centre of Excellence & Innovation.

**Key personal competencies and skills required:**

**Essential Skills:**

- Organisation and planning skills
- Good communication and telephony skills
- Work management and prioritising skills
- Verbal and written communication skills
- Attention to detail, accuracy
- Teamwork, problem solving skills and the initiative to find solutions
- Proficient IT skills - MS Office, MS Teams, Outlook calendar and email
- Internet skills including use of emails, group messaging and data collection

**Desirable Skills:**

- Familiar with databases
- Good numeracy and literacy; ability to support audits and develop simple reports, able to use Excel
- Reception experience
- Ability to identify risk that requires escalation to Clinical Leads

## **Standard expectations**

### **Uphold the Vision and Values of the Company**

As an employee of Accelerate CIC you will be expected to understand and espouse the philosophy and values of the organisation and at all times represent the organisation in a positive and professional way.

### **Communication and Relationships**

Effective communication holds the key to good results and the building of trust across the business. Collaborative working is essential. As such you will need to:

- Give due consideration to how you communicate with others ensuring that clear understanding is your goal at all times whatever medium of communication you may be using.
- Build and maintain strong working relationships that partner key stakeholders to achieve mutually agreed goal.
- Maintain confidentiality in regard to team members and clients regarding their privacy and dignity; thus you will need to be sensitive to the individual needs of clients and at all times promote principles of diversity, equity, and personal rights. This includes acting in a non-judgemental way and respecting the choices, culture, values and beliefs of individuals.

Standards to be demonstrated will include:

- Maintaining patient confidentiality at all times
- Displaying professional behaviour at all times
- Respect for others
- Being a team player through collaboration
- Excellent verbal and written communication skills including robust and accurate documentation

### **Data Collection, Research and Audit**

Data collection and audit is an important component of Accelerates work. All members have collection of data and audits within their workplans. This is based on the belief that an understanding of the patient population will be a key asset to all business and clinical areas. As part of this there is an expectation that you will promote the governance of all aspects within audit and data collection.

### **Governance and Responsibility For Resources**

Each member of staff of Accelerate CIC has a personal accountability and responsibility to ensure patient safety at all times, to ensure that care is given in line with plans and direction, to report incidents, accidents and any adverse events involving clients and to deal with any emergencies appropriately.

Good governance results in satisfied clients and a safe working environment. In line with good governance, you will be expected to record patient information accurately on AIMS and ensure that company guidelines are followed at all times. This includes maintaining the security of patient identifiable data.

You will need to

- Be familiar with and follow Accelerates policies and procedures
- Report any incident using the correct process
- Maintain patient safety at all times

### **Personal Responsibility Within Development, Health and Safety**

You are expected to take ownership for your personal developmental learning needs and for your performance. In line with revalidation this includes keeping a record of your personal development plans and activities and playing a proactive role in your objective setting and appraisal process incorporating reflection.

You should be familiar both with legal issues pertinent to your role and with the changing structures of health care provision that may impact on the position of the company. It is also your responsibility and duty to observe standards of health safety and security which includes adopting appropriate infection control procedures, ensuring work areas are clean safe and free from hazards and reporting any potential risks.

### **Information Governance**

Accelerate CIC adheres to the principles of information governance and data protection. All employees must abide by the UK General Data Protection Regulation (UK GDPR) tailored by the Data Protection Act of 2018. Incorporated within this is confidentiality, records management, information security as well as the Freedom of Information Act 2000. Compliance with these standards is embedded within Accelerate CIC's day to day responsibility and it is expected that all employees will observe and comply with these legal requirements.

### **Duty of Candour**

Accelerate fully endorses the principles of being open and embraces the Duty of Candour. We are committed to an open and fair culture and the overall approach expected within the organisation is one of help and support rather than blame and recrimination. All staff are expected to follow this approach.

### **Equality, Diversity and Inclusion**

Accelerate is committed to creating and sustaining a positive working environment for our team and for our patients. Our aim is to ensure that all our members are equally valued and that our membership is representative of our society. We believe we all stand to benefit from this diversity of thought, experience, and identity; the actions taken to be an inclusive employer will ensure that our community is well served and that Accelerate is a safe place in which to work and grow. We are clear that we do not tolerate any unacceptable behaviour,

discrimination or bullying within the membership or from users of the service. Each of us has our personal responsibility for implementing equality so that all are treated with dignity and respect.

### **Adult and Child Protection**

Accelerate CIC promotes a safeguarding child and adult culture. It will be the responsibility of each staff member to ensure that the risk status of all patients will be assessed for safeguarding issues. Any individual whose welfare is deemed at risk will be referred to the appropriate safeguarding team. All staff will receive the appropriate safeguarding training and required updates to ensure that they are able to identify risk and follow specified guidance.

**This job description will be subject to periodic review**