

Job title:	Team Assistant
Grade:	3 - £16,226
Accountable to:	Senior Patient Care Advisor
Location:	Here, 4th Floor, 177 Preston Road, Brighton

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

JOB ROLE

The Team Assistant will support the Here Gateway team in the referrals assessment process, working within procedural guidelines. They will work with their team, GP practices, hospital and community staff and clinicians to ensure Here processes referrals to the most clinically appropriate service in an accurate and timely manner in accordance with the agreed corporate, local and national targets and initiatives. They will also provide administrative support to include postal duties, general administration, filing and faxing. The team assistant will support aspects of the administration of service delivery across clinical specialties. The post holder will be flexible in providing support to adapt to the requirements of Here/MSK business.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. To support Brighton & Hove GP practices in the use of the national Choose & Book, Choice and Booking system.
2. Working with practices to resolve routine queries and issues that arise through the SMSKP process.
3. Use Choose & Book and other IT and manual systems to receive, record and track referrals and diagnostic tests, processing and despatching referrals inside agreed times and targets following clearly defined methods and procedures.
4. Use of computer and paper based systems to book routine appointments and send letters. To perform other administrative functions in order to support the administration of service provision in accordance with Here standard processes and procedures, and within agreed timeframes.
5. Work with practices, hospital and community staff and clinicians to ensure Here processes referrals in an accurate and timely manner in accordance with the agreed corporate, local and national targets and initiatives
6. Following standard operating procedures, offer choice directly to a defined list of patients and support them in making that choice through information provision, signposting and discussion, enabling patients to consider their own (non clinical) preferences for treatment.
7. Assist in resolving routine patient queries when asked to do so by a line manager working at all times in a timely and professional manner.
8. Maintain data security and patient confidentiality by adhering to auditable SMSKP processes and protocols.
9. Record information using computer and paper based systems, including Here information database - VEDAS, ensuring there are no delays in the processing of referrals by SMSKP. Ensure the accuracy and quality of data recorded.

10. To carry out general post room duties such as franking and despatching patient letters and referrals ensuring their timely processing to meet postal collection deadlines.
11. Provide general administration support to the Gateway team to include faxing, filing and archiving correspondence, maintaining a well organised filing system at all times.
12. To undertake a defined workload monitored by line manager, following SMSKP standard operating procedures.
13. To demonstrate a willingness to improve and set personal goals, and to show commitment to both their immediate and wider team.
14. Attend team meetings / regular briefs/ training.
15. Demonstrates own activities to new or less experienced staff.
16. To undertake, as directed, any other tasks appropriate to the job role as required by the business or in support to the team.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	
Date JD agreed:	
Brief description of reason for review (if applicable)	
Version number	

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**SOCIAL
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MEMBERSHIP NUMBER

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