

Job title:	Wellbeing Administrator
Salary:	£18,243 per annum pro rata
Accountable to:	Assistant Integrated Care Manager
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

Job Purpose

The Wellbeing Administrator is a central function to support the delivery of goals and objectives of the Brighton and Hove Wellbeing Service; ensuring patients receive the right care, with the right professional, at the right time at the best cost. The Wellbeing Administrator will be responsible for administering all aspects of administrative service delivery, including the booking of patients, resolving patient queries, working with clinicians and supporting delivery of services that exceed patient expectations. The service aims to provide the highest quality experience, reducing cost per population head and improving overall mental health for those in the service.

They will work with GP practices, hospital and community staff and clinicians to navigate patients to the most appropriate services for their needs in an accurate and timely manner. They will support the delivery of efficient clinical services by ensuring that patients are proactively managed at all stages of their care.

The Wellbeing Administrator will support all aspects of the administration of service delivery and will be flexible in providing support to adapt to the requirements of the business.

Principal Duties and Responsibilities

1. Use a range of computer or paper based systems (SystemOne, Microsoft Office package, e-Referral System, and other clinical systems) to actively manage patients through care pathways and provide clinicians with all necessary notes prior to specific clinics. Action any subsequent follow up notes (such as booking follow up appointments/telephone calls, patient letters and dealing with DNA's), ensuring that clinic capacity is used as efficiently as possible.
2. Daily management of General Practice referral work lists, clinics and services, including planning administrative work around generation of referrals. Working with cluster practices to resolve queries and issues which arise through the referral process.
3. Liaise with clinicians within Practices and hospitals to gather information and provide information. Maintaining effective communication with clinicians and administrative staff.
4. Assess and resolve patient queries concerning their referrals and appointments in a timely professional manner. Ensuring that any patients' potential at risk is escalated through agreed protocols.
5. Provide an efficient service processing correspondence for GPs and Health Professionals as required. This includes downloading and saving documents such as letters, reports and referrals, and dealing with minutes, memorandums, within an agreed time frame.
6. To support GPs and other health professionals in the delivery of efficient clinical services by ensuring that existing service systems are maintained and assisting with the development of new systems that are introduced.
7. To work on own initiative, to plan time effectively, to multi-task successfully, and prioritise own work load on a daily basis, working autonomously within own work area seeking advice where appropriate.
8. To record information using a variety of computer and paper based systems ensuring there are no delays in the processing of referrals. Ensuring accuracy and quality of data recorded using available reporting tools to check data quality.
9. Offer choice directly to patients where appropriate and support them in making that choice through information provision, signposting and discussion, enabling patients to consider their own (non-clinical) preference for their care pathways.
10. Attend team meetings, regular briefings and training sessions in accordance with the role. To take minutes and write up actions from MDT meetings.

11. Work closely with other members of the administrative team, to provide cover during periods of sickness and annual leave.
12. Maintain data security and patient confidentiality by adhering to agreed auditable processes and protocols.
13. Train other members of staff as required on the functions of the Wellbeing Service.
14. Carry out other administrative for the service which could include reception work, post and dealing with patient enquires either in person or via electronic communications.
15. To demonstrate a willingness to improve and set personal goals and show commitment to both their immediate and wider team.
16. To be flexible to shift working to ensure that the service has adequate cover during opening hours 8am – 6pm.

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.

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):	Julia Knox, Deputy Operational Manager
Date JD agreed:	08/02/2019
Brief description of reason for review (if applicable)	Update for contract changes
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