

Job title:	Improved Access Service Administration Assistant
Salary:	£18,243 - £22,776 per annum pro rata (dependent on experience)
Accountable to:	Improved Access Assistant Managers
Location:	Here, 177 Preston Road, predominantly Brighton & Hove. Also various locations across East Sussex as the service requires.

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:

IMPROVED ACCESS SERVICE (IAS) OVERVIEW

The Improved Access Service works with primary care networks (PCNs) and GP practices to enhance the access communities have to see clinicians. We work in partnership with PCNs and aim to deliver a resilient, agile service to support need.

At present, the service is working to support with the covid vaccination primary care delivery whilst continue our critical business as usual.

Practices work in hubs to provide extended hours GP appointments until 8.30pm Monday to Friday, for six hours on a Saturday (8-2pm) and up to 4 hours on a Sunday. The case mix is routine primary care, pre-bookable at the practices within the module and targeted at people who cannot easily access their GP practice during the week including working people, people who need a carer to accompany them to access the service and school children with working parents.

JOB SUMMARY

Working as part of a fast paced and committed team this role entails a variety of administrative duties supporting the service and ensuring professional operational standards and excellence in patient care and safety are maintained.

Colleagues will be making both patient calls and calls to clinicians/admin staff to support rota fills and appointment bookings. The role also involves providing face-to-face reception cover to provide shift cover in practices across East Sussex.

Critical to the success of the IAS will be the need to engage and work with practices across the county to ensure that the service aligns with their needs and that of their registered populations.

Principal Duties and Responsibilities

Rota Support

- Organising the staffing rotas ensuring there are adequate staffing levels as per operational guidelines
- Managing staff enquiries regarding IAS shifts
- Sending regular reminder to all IAS staff of the shifts and other routine tasks to mitigate last minutes cancellations
- Ensure any issues with staffing the rota are escalated to the IAS Assistant Managers

Operational

- Arranging the training and site inductions for all new IAS staff
- Support the IAS Assistant Managers to ensure all new staff added to the rota are compliant to statutory requirements and that the service holds the necessary documentation as per set guidelines
- Maintain the staff database with details and paperwork for all staff and escalate any issues with staff compliance to the IAS Assistant Managers or the IAS Manager
- Arrange new staff access to practices' clinical systems
- Undertake crosschecks across the whole service to ensure patient safety and service quality is being maintained as per the IAS protocols
- Monitoring the email inboxes & follow up any issues raised by patients or staff issues highlighting any concerns
- Support the service's Complaints procedure

Project Support

- Patient appointment booking for covid vaccination designated sites.

- Ad-hoc administrative tasks to support covid vaccination rollout.
- Co-ordinate attend and/or facilitate meetings, and transcribe any minutes and notes as required.
- Other project related assistance as required by the Primary Care Development Managers

Reception Practice Support

- Man the reception desk when required during the IAS shift times and present a professional and courteous image to all service users, visitors and staff
- Welcome visitors and provides all possible assistance, including arrangements for access requirements, ensuring that the appropriate staff member is informed of their arrival
- Communicates courteously and politely at all times when dealing with enquiries
- Use of computer and paper based systems to perform administrative functions in order to support the administration of service provision in accordance with agreed standard processes and procedures, and within agreed timeframes. Ensuring the accuracy and quality of data recorded

Operational Performance

- Work collaboratively to help develop and promote a positive working culture, encouraging staff participation and involvement in developing, improving and promoting the service
- Ensure adherence to efficient administrative processes within the service
- To work within services that attain high standards for access, quality, safety and patient engagement achieved through organisationally agreed objectives and goals.

Personal Performance Management

- Maintain productive relationships encouraging the giving and receiving of regular feedback to create and maintain a culture of constantly seeking to refine and improve the service.
- Engagement with patients, internal and external stakeholders
- Engage with users of the service to understand people's experience of the service and to measure levels of satisfaction
- Undertake any other duties required by the business as appropriate to the role.
- Responsibility for maintaining a record of own personal and/or professional development

- Responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

- Alert line manager to any issues compromising quality of projects and operational workstreams
- Effectively manage own time, workload and resources
- Work with GP practices and other providers to work within risk management and health and safety policies and procedures
- Adhere to robust process for recording incidents, complaints, accidents and significant events
- To provide administrative support to assist with the development and management of any changes or new processes and systems that need implementing.
- To carry out any other appropriate duties as determined by the Primary Care Development Managers.

Health and safety

- To abide by all health and safety matters and keep up to date on Health and Safety Regulations and legislation.

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.

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.

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):	Denise McSween/ Kirsty Coates
Date JD agreed:	31/12/2020
Brief description of reason for review (if applicable)	
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