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**JOB DESCRIPTION**

**Service Administrator**

**MAIN PURPOSE**

To provide an important role as a Service Administrator within the Southend Integrated Lifestyle Service.

This post will:

* + Provide day to day triage support for the service e.g. handling telephone calls/messages, electronic communication, appointment management and updating patient records
* To use the clinical system, our patient data management system
* Help the efficient functioning of the office, organisation of training courses / meetings, minute taking, post room, production of resources and other general administrative duties.

**SUMMARY OF RESPONSIBILITIES AND DUTIES**

* To support with the initial triage of patient’s referred to the service
* To use the clinical system, our patient data management system
* Provide day to day triage support for the service e.g. handling telephone calls/messages, electronic communication, appointment management and updating patient records
* Escalate patient issues and concerns to specialist teams when needed, using agreed mechanisms to document need, action and result, recognising skills boundaries. when needs exceed the skills and competencies of the virtual behaviour change team
* Utilise a range of communication methods including digital technologies, telephone, email and text to ensure patient-led support is proportionate to individual need
* Take lead to organise day to day office tasks and resources management
* Be compliant with all relevant policies, procedures and guidelines, including the appropriate code(s) of conduct associated with this post; maintain awareness of safeguarding issues, report and acting on concerns in accordance with Everyone Health and Local Authority policies and procedures.
* Take responsibility for own CPD and participate in Everyone Health’s induction, training and continual professional development as required; recognise and work within own competence and professional code of conduct.
* Prioritise, organise and manage own workload in a manner that maintains and promotes high quality.
* Ensure that commitment to equality and diversity is reflected at all stages of project planning, delivery and evaluation, in line with agreed service standards.
* Be an ambassador for Everyone Health, promoting the service to members of the public and other stakeholders/ partners, where appropriate.

**PERSON SPECIFICATION**

**1. SKILLS & ABILITIES**

* Excellent communication skills – written, verbal and non-verbal, and listening skills.
* To be able to use the clinical system and Microsoft Office
* Sound interpersonal skills with proven ability to work effectively with all levels of colleague, staff representatives, managers, external agencies and service providers.
* Keep accurate records to provide data and monitoring information.
* Ability to write down information in clear accurate English.
* Emotionally sensitive and empathetic to members of the public accessing our service.
* Methodical and highly organised approach to work.
* Able to carry out regular, systematic tasks repeatedly.
* The ability to work independently and as part of a team.
* Be able to plan own time effectively and prioritise activities around the needs of the team and individuals in the community.
* Respond effectively to referrals in line with agreed service protocols.
* Computer literate – ability to maintain and monitor information systems.
* Flexible and adaptable approach to working.
* Value and respectful of other people – regardless of background or circumstances.

**2. KNOWLEDGE**

* Sound knowledge of a clinical system and Microsoft Office
* Knowledge of good communications and engagement practice and how to translate practice into innovative and effective solutions
* Knowledge and understanding of current GDPR regulations, the Patient Confidentiality and Data Protection Act
* Insight and understanding regarding the varying local communities across Southend would be beneficial

**3. EXPERIENCE**

* Experience of using the clinical system and Microsoft Office
* Providing 1:1 support and triage to service users
* Raising public awareness and provision of consistent healthy lifestyle messaging, on issues relevant to the health of the community
* Encouraging participation in activities
* Managing own workload, to ensure tasks are completed on time and to a high standard
* Using software systems to document, collate and evidence work

**4. QUALIFICATIONS**

Required: Education to GCSE Standard at grades A-C for a minimum of 5 GCSEs (or equivalent) including Mathematics and English language or literature.

**5. SPECIAL CONDITIONS**

* Highly motivated self-starter with resilience, determination and the ability to see jobs through to completion.
* To be based at our Southend office with ability to travel when necessary.
* This post involves working with vulnerable adults and as such the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS).

**6. SAFEGUARDING**

Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.