**JOB DESCRIPTION**

**Service Administrator**

**MAIN PURPOSE**

To provide an important role as a Service Administrator within Southend-on-Sea Integrated Lifestyle Service.

This post will:

* Provide day to day support for the service postal requests, packing and posting.
* Processing returns
* Stock taking and stock management.
* handling telephone calls/messages, electronic communication, appointment management and updating patient records.
* Supporting with general administration tasks.

**SUMMARY OF RESPONSIBILITIES AND DUTIES**

* To support with the initial triage of patient’s referred to the service
* Provide 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
* 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.
* Monthly stock check, expiry dates and ordering

**PERSON SPECIFICATION**

**1. SKILLS & ABILITIES**

* Excellent communication skills – written, verbal and non-verbal, and listening skills.
* 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**

* 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

**3. EXPERIENCE**

* Experience of using the data systems and Microsoft Office
* 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 in Everyone Health head office
* 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.

Job Types: Full-time, Part-time, Fixed term contract

Salary: £10.90pr hour

Benefits:

* Cycle to work scheme
* Sick pay

COVID-19 considerations:

Everyone Health follow current Government guidelines in relation to Covid-19 for the safety of employees and service users.

Education:

* GCSE or equivalent (preferred)

Experience:

* using the data systems and Microsoft Office: 1 year (preferred)
* ⎫ Providing 1:1 support to service users: 1 year (preferred)

Work Location: In person

Application deadline: