

# TRELOAR TRUST

## JOB DESCRIPTION

<b>POST:</b>	Health Centre Administrator
<b>RESPONSIBLE TO:</b>	Health Centre Coordinator
<b>ACCOUNTABLE TO:</b>	Head of Healthcare and Nursing
<b>LOCATION:</b>	TRELOAR HEALTH CENTRE

### JOB PURPOSE:

Treloar School and College are independent providers of specialist education, care and therapy to students with highly complex physical, neurological and learning difficulties.

The post holder will provide efficient administrative support to the clinical team in the Health Centre, including nurses and visiting medical personnel, and develop supportive and professional relationships with staff across site. This post is currently held by two part time administrators. The post holder is responsible for organising their own workload on a day-to-day basis, working closely with the second administrator to ensure all tasks are completed while responding to the unpredictable needs of this service. Both posts are under the supervision of the Health Centre Coordinator.

### RESPONSIBILITIES:

#### Key tasks to include:

- Provide a full range of administrative support to the Health Centre, proficiently using Microsoft Office to support departmental activity, in particular Word, Excel, and Outlook for electronic diary management
- Provide an exemplary customer focussed approach to all visitors to the Health Centre (students, care staff, external health care professionals), both face to face and on the phone
- Organise, manage and prioritise own workload on a day-to-day basis
- Lead on named areas of responsibility (e.g., trip requests, continence provision, immunisation clinics, equipment register, student nurse schedules) maintaining good relationships and escalating concerns when needed.
- Accurately input data for allocated tasks as outlined above
- Maintain and improve existing systems and processes, working closely with the Health Centre Coordinator
- Maintain strict patient confidentiality and compliance with GDPR and related guidance for NHS emails and EMIS (GP software), and reporting any data breach promptly
- Proactively arrange clinical assessments and appointments, and organise associated elements, including transport, escorts and liaison with students, care staff and/or parents in line with the agreed the Treloar offer

- Maintain accurate, detailed records, related to both staff and students, often documenting sensitive and/or confidential health information
- Minute allocated meetings, summarising clinical topics clearly (support is provided as needed)
- Arrange and coordinate clinics held by visiting external health care professionals, and ensure they run smoothly, e.g., school health vaccinations, and onsite GP appointments
- Manage incoming communications in a timely manner, liaise with parents and staff where appropriate
- Draft or transcribe letters and emails ensuring communication is user friendly, plain English and fact based
- Co-ordinate stationary orders and printing of Health Centre documents (e.g., handover books)
- Ensure that invoice approval requests are reviewed and responded to promptly
- Maintain and update weekly room schedules, and oversee the management of staff locker keys
- Complete allocated audits and checks (e.g., emergency radio audit).
- Accurately upload training, competency and practice checks documentation to iTrent, ensuring proper maintenance of staff records
- Manage confidential medical and health-related records for new and departing students; prepare reports and letters for the transfer of care, and identify any gaps in documentation
- Maintain and update asset tagging and electronic records to ensure accurate tracking of medical equipment
- Communicate in a professional manner with a diverse range of individuals, including students, parents, health care professionals, and external agencies
- To develop and maintain good working relations with staff across various departments within the organisation.

### **Other duties**

- Support the Trust in safeguarding and protecting the welfare of all students
- Comply with policies and procedures relating to safeguarding, health and safety, equality and diversity, confidentiality and GDPR, reporting concerns to an appropriate person
- Undertake any other such duties or general tasks and hours of work as may reasonably be required and any other responsibilities, which may from time to time, be delegated by your manager
- A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in the post
- This job description will be reviewed and amended in the light of changing professional demands.

Oct 2024

## Person Specification – Health Centre Administrator

MINIMUM	DESIRABLE
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• GCSEs with English and Maths (C or above)</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Secretary Qualification</li> <li>• NVQ/QCF Level 3 or equivalent level of knowledge of office procedures</li> <li>• RSA Level 3 or equivalent level of knowledge of software programmes</li> </ul>
<p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Advanced keyboard/touch typing skills</li> <li>• Audio typing skills</li> <li>• Good computer skills in particular Microsoft Office packages including Outlook, Excel and Word (inc. mail merge), e.g. trained to Intermediate or above</li> <li>• Evidence of good communication skills, both verbal (face to face/telephone) and written</li> <li>• Ability to work on own initiative and prioritise own workload</li> </ul>	<ul style="list-style-type: none"> <li>• Diary management</li> <li>• Minute taking skills</li> <li>• Office 365/SharePoint</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Recent experience of working in a busy team and varied environment</li> <li>• Recent previous experience of working within a customer focused environment</li> <li>• Experience with managing personal sensitive information, requiring safe storage and confidentiality</li> <li>• Experienced in administrative work requiring attention to detail</li> <li>• Maintaining database records</li> </ul>	<ul style="list-style-type: none"> <li>• Recent previous experience within a healthcare or education setting</li> <li>• Event or project management</li> <li>• Experience of managing relationships with external suppliers or contractors</li> </ul>
<p><b>Personal qualities</b></p> <ul style="list-style-type: none"> <li>• Disability awareness with a positive approach to disabled people</li> <li>• Ability to be welcoming and approachable at all times, in a busy environment</li> <li>• Trustworthy and reliable</li> <li>• Organised and discreet</li> <li>• A commitment to promoting and safeguarding the welfare of students</li> </ul>	
<p><b>Physical Requirements</b></p> <ul style="list-style-type: none"> <li>• Ability to work at the computer for extended periods, applying DSE safeguards as appropriate</li> <li>• Resilience to sensitive and potentially disturbing clinical topics and events</li> </ul>	
<p><b><u>TRELOAR TRUST IS COMMITTED</u></b>  <b><u>TO SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS</u></b>            All successful candidates will be subject to a DBS Check along with other relevant employment checks</p>	

**BOTH THE JOB DESCRIPTION AND THE PERSON SPECIFICATION ARE SUBJECT TO THE TRUST'S EQUAL OPPORTUNITIES POLICY**

**Term time only; 21 hours per week (3-5 days per week) FTE Point 23-32**