

**JOB DESCRIPTION**

**Job Title:** Health Connections Mendip Administrator

**Accountable to:** Frome Medical Practice

**Reports to**: Area Leads across Mendip

**Hourly rate**: £9.17

**Hours:** 22.5 hours a week one year fixed term.

**The Project:**

Health Connections Mendip helps members of the community access support to better self-manage their health and wellbeing and long term health conditions. The service does this in a number of ways:

* Creating a database of support in the community
* Providing a phone service to signpost patients to support
* Identifying gaps in service provision
* Supporting individuals and groups to fill these gaps in service provision
* Supporting groups before they become self-sustaining.
* Supporting support organisations and services to network and work together
* Setting up information-giving events
* Supporting and training members of the community to become Community Connectors.
* Working with individuals in the most appropriate way for the individual; this might be one-to-one in GP practices, in the community, on the phone, in hospitals, care homes or in patients’ homes. Focussing on What is Important to the patient and supporting them to set goals or access the support that they want.
* Working with groups to support people to better self-manage their health and wellbeing by providing self-management courses, group education sessions and peer support groups.
* Working with complex patients, their families and support network who are highlighted through MDT meetings.

**Job Purpose:**

Health Connections Administrator will work as part of the Health Connections Mendip Service which operates across Mendip. The service is ever changing so we are a can do, flexible and resilient team. The role can be based in any of the Mendip offices. The post holder may need to work in different offices on different days of the week.

The post holder will support the administration requirements of the service and the team; managing existing organisational systems and helping to develop new systems for this developing and expanding service. From taking calls from patients, professionals and the team HCM team through to helping organise requests from abroad for information about the service. From organising us to keep the offices tidy, ordering stationary, to getting out into the community to cover a Talking Café or group if another team member is not able to do it. Press releases through to poster design. The post holder will have an in depth knowledge of social media and will promote the service and groups on social media. The post holder will be the administration lead for conference organization, enquiries and visits from other organisations from start to finish. This role will also include offering phone support to patients – both as an initial point of contact for simple signposting but also to offer ongoing phone support for those who need it. Also booking in appointments for patients on EMIS and managing tasks. This post holder will work collaboratively with the wider team across Mendip and will administer the audit activity, review of progress and patient record system reports. The post holder will also support the service’s general day to day admin needs.

The post holder will also work with the service to utilise untapped community resources, support the facilitation of self- help groups and other innovative approaches to enable people to better manage their own care.

The post holder will become a Community Connector and learn how to provide the training to others.

**MAIN DUTIES AND RESPONSIBILITIES**

* Be in charge of all admin support for conferences, visits and requests for information from other areas of UK and abroad.
* Responsible for the admin needs of the service across Mendip.
* Responsible for all incoming phone calls, emails and tasks to the service.
* Signpost patients to support in the community both face to face, on the phone and by email.
* Inputting new patients on to EMIS and booking appointments.
* Running searches and reports on EMIS.
* Reporting to and updating Area Leads about Health Connector caseloads.
* Liaise closely with the Mendip Symphony Hub admin and cover when necessary.
* Ensure any databases and websites are accurately updated and maintained
* Have strong links with the voluntary sector, supporting the voluntary and statutory sector to network and improve partnership working.
* Keep the HCM website information up to date. Promote the directory and the peer support service within the locality, both for users and clinicians.
* Step in to run regular groups when needed.
* Cover Information Areas when needed.
* Take part in awareness raising events for services that help support people to improve their health and wellbeing, and those services that support people to self-manage.
* Take part in networking events for service providers.
* Disseminate marketing materials to a wide range of audiences.
* Promote the service and Mendip wide groups/services via social media, newsletters, and bulletins and through thewebsite.

**Mendip wide area/team responsibilities**

* Ensure that all audit and reports are undertaken as requested by the Area Lead.
* Contribute to quarterly monitoring reports to the CCG and other interested parties as required.
* Feedback any identified unmet community needs to the Area Lead.
* Feedback any identified training needs to the Area Lead.
* Act as a resource/support for other team members.
* Contribute to the dissemination of learning gained and sharing good practice.
* Travel across Mendip to support the team as needed.
* Demonstrate excellent organisational skills and keen attention to detail.
* Be flexible and solution focused when change is required in all aspects of the service.
* Be aware that the service changes and adapts according to needs and this requires a high degree of flexibility and a can-do attitude.
* The role requires the post holder to work well under pressure and deal well with situations that might be challenging and stressful.
* Attend training, external meetings and team meetings.
* Enable others to promote equality and diversity in a non-discriminatory culture
* Assist patients from marginalised groups to access quality care.

**Health & Safety**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with, safe working practices are adhered to and that any hazards are reported to the appropriate officer immediately.

**All post holders are expected to:**

* Adhere to practice policies and procedures
* Promote Equality and Diversity in a non-discriminatory way.
* Adhere to the Data Protection Regulations, respecting confidentiality of patients and colleagues and the practice as a whole.
* Maintain personal and professional development in order to maintain their skill levels, participate in the appraisal process and any training and development that is recognised and agreed with Lead Practice Nurse.
* Respect and adhere to corporate and clinical governance principles
* Undertake a Disclosure and Barring Service (DBS) – criminal records and barring list checks
* Adapt to any changes made to the organisation structure/delivery of service
* Work within the operating hours of the practice
* Work as an integral part of the whole practice team
* Be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

This job description is neither definitive nor exhaustive, and may be reviewed in the light of changing circumstances at a personal or organisational level. Any changes will be made in consultation with the post holder through the appraisal and review process.

Because of the nature of the work, this post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the Practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

**Person Specification:** Health Connections Mendip Administrator

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| **Attributes** | **Essential** | **Desirable** |
| Knowledge and experience | Excellent administrative skills and experience.  Knowledge of Microsoft word, excel, social media – twitter, facebook.  Excellent phone manner with experience of working with public on the phone.  Knowledge of needs of patients with long-term health conditions  Experience of working with people from a wide range of backgrounds. | Ability to identify wider determinants of health in the local area  Knowledge of public health issues in the local area  Awareness of local and national health policy  Knowledge and experience of working with people one-to-one using behaviour change, motivational interviewing and goal setting  Experience of using EMIS.  Wordpress experience.  Experience of working with groups. |
| Skills | Excellent communication skills both verbal and non-verbal, 1:1 and with groups  Excellent organisation and time management skills, with the ability to manage own workload  Ability to juggle competing priorities, in order to complete work to a high standard, and plan ahead to achieve targets  Ability to work flexibly with different teams and alone  Ability to communicate with other team members in a positive and constructive manner.  Ability to work well under stress. This might be due to working with patients’ situations or to do with service needs  Ability to support patients to change their lifestyle and to support those with long term health conditions to move towards self-management  Ability to use your own initiative  Gets on well with people at all levels  Negotiation and conflict  management skills  Excellent literacy and numeracy skills  Computer literacy, including developed skills in using Microsoft Office applications.  Flexibility  Enthusiasm  Team Player  A good eye for detail | Group facilitation skills |
| Qualifications | 5 GCSEs at A-C or equivalent including English and Maths | Degree qualification in relevant area (or equivalent work experience). |
| Other | Ability to travel across Mendip in a timely manner.  Ability to start the working day at any of the Mendip offices.  Positive role model |  |