

**Saving *lives*,
Improving *lives***

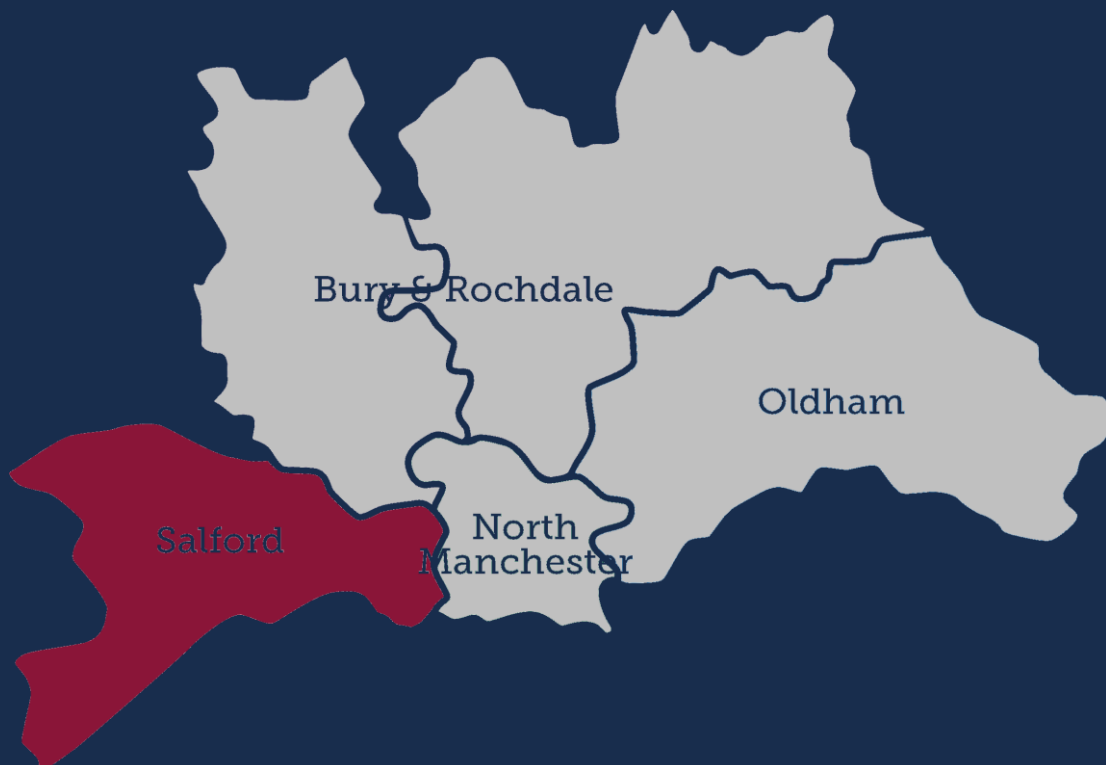


Northern Care Alliance
NHS Group

Salford | Oldham | Bury | Rochdale | North Manchester

Salford Care Organisation

Job Description & Person Specification



Choose to make a Difference

Be developed • Be supported • Be inspired • Be empowered • Be rewarded • Make a difference

We're thrilled you're thinking of joining us!

Our new Northern Care Alliance NHS Group unites five local hospitals to deliver high quality care across the North East of Greater Manchester.

The Alliance provides the benefits of scale but delivers this locally through multiple hospital sites which make up four new Care Organisations – Bury/Rochdale, North Manchester, Oldham and Salford. Using our mantra of 'Saving lives, Improving lives', the aim is for our Care Organisations to work closely with the communities they serve to deliver safe, high quality and reliable care, which are trusted, connected and pioneering.

Our Care Organisations are designed to operate within our group arrangement of hospitals, community and healthcare services which bring together over 17,000 staff and the services of The Pennine Acute Hospitals NHS Trust and Salford Royal NHS Foundation Trust. Our size and geographical reach means we are creating an environment

each individual will be inspired and empowered by to be the best they can be. This is a really exciting time to join our new team.

Salford Royal NHS Foundation Trust became only the second NHS Trust in the country and the first in the North of England to be rated "outstanding" by The Care Quality Commission. The Trust is consistently rated as one of the best places to work in the NHS and here are just a few of the reasons why:

- We are a major teaching hospital for the Universities of Salford & Manchester
- Our clear aim is to be the safest organisation in the NHS.
- Recent investment of £200 million to develop our main hospital site.
- Leading Major Trauma Centre for Greater Manchester
- Largest Dermatology Centre in Europe
- One of the most digitally mature Trusts in England (NHS England Digital Maturity Index).
- We are also an award winning Trust having been confirmed the best performing hospital in the North West and among the top 4% in England by the Healthcare commission, named Top Teaching Trust in England by Healthcare 100 and named a winner of the National Patient Safety Award.

The Trust has many nationally and internationally renowned clinicians who are pioneering the latest techniques and treatments. The Trust has an excellent reputation for quality and innovative clinical services, teaching and research.

Our Values

We have four core values which are a focus for how our staff and volunteers

work with each other to provide care for our patients. We think of our values as a set of guiding principles to refer to when making decisions and interacting with people and they help us to work together to continuously improve the organisation and ourselves.

These core values form part of the Organisations Performance Framework which regularly reviews how staff are performing.

Patient & People Focus

This value enables us to place the patient first we everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with patients, families and colleagues
- Pro-actively personalise the service, connecting with patients and carers
- Adopt and practice the 'safe, clean, personal' ethos.

Continuous Improvement

This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.

All staff are required to demonstrate that they:

- Look at ways of measuring and auditing improvements
- Pro-actively develop goals and objectives in support of the Trust's vision
- Identify opportunities to reduce waste and inefficiency.

Accountability

This value enables us all to recognise our own part in keeping our organisation 'safe, clean and personal' in the way we care for people.

All staff are required to demonstrate that they:

- Are transparent and results focused
- Display personal accountability towards problem-solving
- Recognise and accept accountability beyond job role.

Respect

This value is about respecting patients and colleagues alike, and also the on-going reputation of the organisation.

All staff are required to demonstrate that they:

- Are supportive and empower staff involvement
- Are consistent and understanding of others and their needs

Job Description

Job Title: Administrative Officer

Band: 3

Reports to: Administrative Supervisor

Responsible to: Administrative Supervisor

Base/Department: Care Brokerage Team – Currently Swinton, relocating to Eccles March 2020

Main purpose of the job:

To work within Salford's Integrated Health and Social Care Organisation, supporting the operational processes, professionals and partner agencies across Salford in the commissioning, provision of, and payment for care and support services for Adults in Salford.

To provide an effective, reliable and efficient support service and maintain accurate records whilst working to tight deadlines.

To contribute to ongoing improvements by continuously reviewing working practices and processes to ensure they remain effective.

To analyse data to assist in the reconciliation of payments for care via our Domiciliary E Payment system.

Main Tasks & Overview of Responsibilities

Adult Social Care in Salford is delivered through the Integrated Care Division of the Salford Care Organisation (Salford Royal Foundation Trust). Approximately 2,000 health and social care staff (including district nurses, social workers, hospital staff, and mental health professionals) work within one organisation, creating a more streamlined service for people who use our services.

Communications and Relationships

Respond efficiently and courteously to telephone enquiries, ensuring the information conveyed is accurate and a solution is provided where appropriate

Maintain relationships with social care teams across the city and within Salford Royal Hospital by providing support and adhering to agreed mechanisms for escalation.

Liaise appropriately and effectively with people at all levels/disciplines from a broad range of organisations.

Good communication and interpersonal skills with people at all professional levels, service users and carers.

Deal effectively with confrontational/challenging situations by remaining calm, courteous and sensitive to all aspects of the situation, seeking assistance where appropriate where safety is compromised

Analytical and Judgmental Skills

Enter promptly and accurately information related to commissioned services

Use own initiative and judgement, whilst working with the minimum supervision (following training) to ensure demands of the Service are met.

Analyse provider payment requests and identify any discrepancies and reconcile for payment.

Be involved in the maintenance and development of systems, processes and procedures to support the work of Adult Health and Social Care, third party and partner organisations.

Planning and Organisational Skills

Cope with pressure, conflicts and demands whilst still achieving results.

Ensure all work undertaken complies with established procedures and timescales

Prioritise and organise your own workload to meet deadlines, and to work with minimum supervision using own initiative to ensure that the departments needs are met.

Work together as a team to ensure team deadlines are adhered to.

Physical Skills

Frequent use of computer to input information

Advanced keyboard skills required to ensure accuracy and efficiency

Frequent requirement to use multiple applications simultaneously

Frequent requirement for concentration when identifying payment queries and inputting information on to relevant systems

Frequent use of telephone

Responsibility for Patient Care

The post holder will have no direct patient contact; they will have responsibility for liaising with internal and external departments to manage and facilitate services as identified in the support plan are commissioned appropriately and accurately

Responsibility for Policy/Service Development

Contribute to on-going improvement by responding pro-actively to change and continuously reviewing working practices and procedures to ensure they remain effective.

Work within established procedures and timescales and identify/suggest solutions for improvements or where compliance is affected.

Responsibilities for Financial and Physical Resources

Provide statistical data and market information to support the performance indicators and quality standard monitoring systems.

Demonstrate level of numeracy appropriate to the role of accurately undertaking financial and numerical calculations.

Frequent use of office equipment including PCs, telephones and multifunctional device

Responsibilities for Human Resources

Attend all training courses deemed necessary to carry out your role

Build and maintain Team relationships by supporting colleagues & sharing essential knowledge & skills

Provide shadowing/mentoring/training opportunities, relevant to the post, to new Team Members.

Participate in one to one meetings, development and consultation meetings with your manager and provide regular updates on the day-to-day activities of the service e.g. systems, process, practices and self-development requirements or opportunities.

Participate in appraisals for own personal development purposes

Responsibility for Information Resources

Accurately process, record, store and maintain service package information and performance information on the relevant commissioning and payment systems.

Accurately organise and communicate information to/from customers using the appropriate means.

Use a range of computer applications, often simultaneously, including (after training) in-house systems/databases/interfaces as well as Microsoft Office, specifically Word, Excel, Outlook and Access or similar programmes.

Responsibilities for Research and Development

Take responsibility for own learning and personal development, keep up to date with any policy changes within the organisation and complete all mandatory training

Undertake any audits for own work areas, as requested by the Administrative Supervisor

Freedom to Act

Use own initiative to deal with any issues liaising with Manager for advice and guidance where necessary.

Work constructively as part of a team, able to put forward own view assertively and accept the views of others

Make judgements and take action on any changes/adjustments required to the above duties.

Undertake such additional duties as are reasonably commensurate with the level of the post.

Partnership Working

Work flexibly as a member of the team, offering support to colleagues and sharing knowledge to enhance skills and abilities.

Work together as a team to ensure team deadlines are adhered to.

Work closely with third party and partner organisations actively supporting integrated ways of working.

Equality and Diversity

Adhere to the Trust policy on equality and diversity issues and to work with colleagues to embed this culture within the organisation.

Making Every Contact Count

Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing

Staff should use their interactions with the public to give them additional advice on health and wellbeing

Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

Health & Safety

To ensure 100% compliance at all times with Trust policies and procedures and ensure all relevant mandatory training is up to date.

To use computer equipment for long periods during the day

General Staff (including junior doctors/volunteers/contractors/honorary contract holder/locums/agency bank

You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.

Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Person Specification

	Specification	Essential / Desirable	Evidence
Essential Qualifications	Minimum 5 GCSE's or equivalent (to include Maths and English at Grade C or higher)	Essential	A
Essential Qualifications	NVQ 2/3 in Administration/ Customer Care or equivalent experience	Essential	A
Knowledge, Skills and Experience	Good knowledge of computer systems, specifically Microsoft Office including word, excel and outlook and the ability to use multiple applications simultaneously	Essential	A, I
	Accurate inputting of information electronically	Essential	A, I
	Requirement for advance keyboard skills	Essential	A
	Good time management skills and ability to prioritise own workload	Essential	A, I
	Able to work constructively as part of a team, a team player able to put forward own views assertively and accept the views of others	Essential	A, I
	Good communication and interpersonal skills with people at all professional levels	Essential	A, I
	Able to cope with pressure, conflicts and demands whilst still achieving results	Essential	A, I
	A good understanding of confidentiality/general data protection regulation	Essential	A
	Minimum of 12 months office experience	Essential	A
	Experience of working in a health & social care setting.	Desirable	A
	Knowledge of current and future Electronic Social Care Record System – Carefirst or Liquidlogic	Desirable	A

<p>Physical & Mental Requirements</p> <p>Physical effort: Required to use a computer for long periods during the day</p> <p>Advanced keyboard skills required for accuracy and efficiency</p> <p>Required to use the telephone</p> <p>Mental effort: Required to undertake prolonged periods of concentration</p> <p>Required to use multiple applications simultaneously</p> <p>Cope with pressure, conflicts and demands whilst still achieving results</p>	<p>Emotional effort: Occasional exposure to distressing or emotional correspondence</p> <p>May be exposed to verbal abuse</p> <p>Working conditions: General Office conditions on a daily basis</p>
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Interview Criteria

Criteria	Importance (High, medium, or low)
Minimum 5 GCSE's or equivalent qualification(to include Maths and English at Grade C or higher)	High
NVQ 2/3 in Administration/Customer Care or equivalent experience	High
Good knowledge of computer systems specifically Microsoft Office including word, excel and outlook and the ability to use multiple applications simultaneously	High
Accurate inputting of information electronically	High
Good time management skills and ability to prioritise own workload	High
Able to work constructively as part of a team, a team player able to put forward own views assertively and accept the views of others	High
Good communication and interpersonal skills with people at all professional levels	High
Able to cope with pressure, conflicts and demands whilst still achieving results	High
Minimum of 12 months office experience	High
Experience of working in a health & social care setting.	Medium
Knowledge of current and future Electronic Social Care Record System – Carefirst or Liquidlogic	Medium