#### Herts Help Hospital & Community Navigation Service (HCNS)

#### Better at Home/Waiting Well Administration Assistant

#### Role Description

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| Job Title | **Administration Assistant** |
| Location | **Home Based** - Hertfordshire supporting Watford General/Lister Hospitals |
| Contract | **Fixed contract 31st March 2023** with possible extension. Immediate start |
| Hours | **17.5 hours per week,** days to be discussed.Able to provide supervisory cover for the weekend on a rota basis |
| Starting wage/ salary | **£10.04 per hour**  |
| Reports to | **Service Co-Ordinator** |

### **Pathway 0 background**

In view of the winter pressures, workforce challenges and increased pressure on Acute Hospital services to manage the backlog, with specific focus on long waiters. We are seeking to scale up two approaches that have been successfully trialled in West Hertfordshire Hospital Trust (WHHT), which both support this agenda, align to existing resources in the community and further develop our community resource and support offer.

The two projects are ‘Waiting Well’, which supports a cohort of patients identified by the trust on a long waiting list with community support. The second is ‘Discharge Support’, focusing on a) telephone follow up to 65+s discharged on pathway zero and b) 2 weeks’ wraparound care for patients on other pathways who need non-clinical help to build resilience once home, again utilising the support available in the community to reduce readmissions.

Both Hertfordshire and West Essex have important infrastructure to support this work, including Herts Help and the Hospital and Community Navigator Service (Herts) and Frontline and Live Well Link Well in West Essex, creating strong networks. This post is working from home, however, may require some minimal travel within Hertfordshire.

## Purpose of the Better at Home Administrator:

The post holder will be employed by a voluntary sector organisation, Age UK Dacorum. The purpose of the job is to provide an efficient and reliable administration support service to staff & management. The post-holder will undertake a range of administrative and service support duties.

##### Key Responsibilities

* Input data accurately onto an electronic database
* Ensure confidentiality of all paper and electronic records, complying with policies and procedures
* Occasionally attend, online, and take minutes at monthly Team Meetings ensuring minutes of the meeting are typed up and sent out to the team.
* Contact clients/referrers to gain additional information if required
* Send out letters to clients/referrers/voluntary sector organisations on behalf of staff and volunteers within the project
* Contact clients to arrange/cancel meetings on behalf of HCNS staff
* To undertake training as required.
* Supporting Link worker with admin support
* Being able to train new starters on Pathway 0, Waiting Well, Clear 2.
* Undertake any other relevant duties as requested by Area Manager

**General responsibilities**

* Work within agreed procedures, regulations, and systems, communications, data collection, monitoring, and quality assurance.

Data

* Operate within GDPR and within HCNS and NHS data rules to collect, record and share key information.
* Encourage people, their families, and carers to provide feedback and share their stories about the impact of social prescribing on their lives.
* Support referral agencies to provide appropriate information about the person they are referring.
* Provide appropriate feedback to referral agencies about the people they referred.
* Work as part of the team to monitor outcomes and seek feedback to continually improve the project
* Operate to the highest professional standards, including in relation to safeguarding, lone working, information governance, and health and safety.

**Person specification**

The appointed person must demonstrate and maintain the following knowledge, skills and attributes. Successful candidates must demonstrate a significant number of the following:

 Skills

* Excellent interpersonal and communication skills
* Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders.
* Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity;
* Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.
* Knowledge of and ability to work within policies and procedures, including for confidentiality, safeguarding, lone working, information governance, and health and safety
* Ability to work as part of a team and on own initiative
* Ability to deal with queries in a diplomatic, professional and confidential manner.
* Good telephone manner

Qualifications & Training

* Educated to GCSE level or equivalent by experience
* IT literate. Proven ability to use email, word processing and spread sheet packages effectively

Experience

* Knowledge of services provided by the NHS and Social Care desirable.
* Knowledge of the area served by the scheme.
* Able to plan own workload
* Working knowledge of health and safety practices
* Understanding of the Risk Assessment process
* IT literate, able to use Microsoft packages
* Able to complete written template records

Competencies

* Participation in a multi–disciplinary team environment
* Experience of working in the voluntary sector
* Experience of delivering high quality services to the public\*\*
* Experienced car driver \*\*

### **Additional Information**

**Disclosure and Barring Service Check:** An enhanced DBS disclosure will be required for this post.

**Confidentiality:** Attention is drawn to the confidential aspects of this job and personable responsibility and liability under the Data Protection Act 1998. Matters of confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

**Health & Safety:** The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

**Equality and Diversity Policy Statement:** We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

**APPOINTMENT OF THIS POSITION IS SUBJECT TO SATISFACTORY REFERENCES**