

## CARE HOME & FRAILITY SERVICE (CHFS) ADMINISTRATOR JOB DESCRIPTION

<b>JOB TITLE</b>	Care Home & Frailty Service (CHFS) Administrator
<b>HOURS</b>	Part Time – 15 hours per week, 3 hours a day across Monday to Friday (e.g. 1000 to 1300). Hours to be discussed at interview.
<b>SALARY</b>	Starting salary of £17,657 FTE (£9.03ph), rising to £17,970 FTE (£9.19ph) following successful completion of six month probationary period.
<b>RESPONSIBLE TO</b>	CHFS Office Manager
<b>JOB SCOPE</b>	This role is part of the Care Home & Frailty Service Team which is a project working across the Sarum Cathedral PCN – Salisbury Medical Practice and Harcourt Medical Centre. The team provides a service to the local care homes supporting them in delivering care to the older and frail residents and those with learning disabilities and mental health needs.
<b>JOB SUMMARY</b>	The CHFS Administrator will be responsible for supporting the team in the general day to day running of the Care Home & Frailty Service.
<b>KEY DUTIES</b>	<ul style="list-style-type: none"> <li>• To monitor and respond to emails from the CHFS generic email account.</li> <li>• To monitor the tasks and notifications assigned to the CHFS in the clinical system (SystemOne).</li> <li>• To register new patients on the clinical system (SystemOne) who are new residents of a care home.</li> <li>• To ensure that new residents are identified for an initial assessment by a clinician within 7 days of admission or discharge from hospital.</li> <li>• To ensure that all residents have Treatment Escalation Plans (TEPs) recorded and reviewed within the appropriate timescale by a clinician.</li> <li>• To be the main admin point of contact with the care homes within the service to ensure that appropriate notice is given for weekly ward rounds.</li> </ul>



## **GENERAL DUTIES**

- To maintain various excel spreadsheets of activity and data.
- To answer incoming calls to the CHFS phone line.
- To open, prepare and send letters where necessary.
- To signpost acute, urgent queries to the relevant GP services.
- To forward all prescription requests to the appropriate trained personnel.
- To take minutes of meetings and present back in a timely manner.
- To ensure patient confidentiality, respect, and dignity is adhered to at all times.
- To participate and promote child and vulnerable adult safeguarding.
- To ensure infection control policies and procedures are maintained.
- To extract safeguarding information and follow the appropriate pathway.
- To save and discard patients appropriately (not to leave patients records open when unattended).
- To keep the working area clean, tidy and professional whilst adhering to GDPR regulations.
- To assist with training for new staff.
- To assist with the gathering of statistics and information when required.
- To participate and co-operate with any research projects.
- To work across different practices on an ad-hoc/when required basis.
- It will be necessary to attend and contribute to various practice meetings as requested.
- This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or Management Team.

## **CONFIDENTIALITY**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post holder may have access to confidential information relating to patients and their carers, Practice staff and other Healthcare workers. They may also have access to information relating

to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

- Information relating to patients, carers, colleagues, other healthcare workers or the business with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.
- Not to enter patients records without clinical or administrative need to do so.

### **HEALTH AND SAFETY**

- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Responsible for correct and safe management of the specimens process, including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
- Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
- Routine management of own team / team areas, and maintenance of work space standards
- Waste management, including collection, handling, segregation, container management, storage and collection
- Decontamination control procedures, management and training, and equipment maintenance
- Safe management of sharps procedures, including training, use, storage and disposal
- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

### **EQUALITY AND DIVERSITY**

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and

respects their circumstances, feelings priorities and rights.

**PERSONAL/PROFESSIONAL DEVELOPMENT**

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**COMMUNICATION**

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

<b>SIGNED EMPLOYEE</b> (Print Name)		<b>DATE</b>

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