

Job Description

Job Title **Social Prescribing Administrator**

Job Holder

Reports to Senior Link Workers

Job Purpose

You will work as part of the Birmingham and Solihull Social Prescriber Link Worker Service to provide administrative support to a team of Link Workers, supported by 2 Senior Link Workers, who work in an outreach capacity within a number of Primary Care Networks and GP Practices across Birmingham and Solihull. Key elements of the role involve supporting the Senior Link Worker with administrative support ensuring that incoming referrals and queries are dealt with appropriately and within service level timescales.

Duties and Key Responsibilities

Referrals and PCN Liaison

- To be the main gatekeeper of the SPLW nhs.net email account, ensuring this is checked on a regular (minimum daily) basis
- Appropriately assign any incoming referrals to relevant Link Worker based on which GP practices they support
- Liaise with Senior Link Workers around Link Worker capacity, ensuring case loads are managed and allocating referrals to alternative staff if required
- Ensuring referral spreadsheet is accurately maintained and updated
- Responding to GPs to flag any inappropriate referrals or out of area referrals
- Supporting Senior Link Workers in collation of referral data for reporting purposes
- Updating GP practices regarding any Link Worker absences or changes to schedules based on information provided by Senior Link Workers or Service Lead
- Supporting Link Workers with patient contact including calls and follow up letters to uncontactable patients

Service Administration Support

- Booking Team Meetings utilising Microsoft Outlook, ensuring Senior Link Workers and Service Lead are aware of any non attendance
- Booking meeting rooms and ensuring refreshments are available where appropriate
- Printing and organising any relevant paperwork required for internal and external meetings
- Booking staff training as requested by Senior Link Workers or Service Lead

- Support the team in production of any guidance/paperwork/updates
- Act as initial point of contact for incoming queries from a range of sources including GP and practice staff, Link Workers, Patients and other partners ensuring calls are dealt with efficiently and politely and effectively directed to relevant staff member
- Liaise with wider Administrative colleagues to support general office administration and telephone cover
- Gather and disseminate useful information regarding services and potential partners that comes in via other Gateway services or external sources

General

- Report to manager on workload, progress and results.
- Prioritise own workload
- Participate in appraisal and learning activities
- At all times during employment ensure you and those you are responsible for comply with the provisions of the Data Protection Act 1998 and with any policy introduced by the Company to comply with the Act
- To undertake any other duties, as agreed with Line Manager, commensurate to the post.

Health and Safety

- Take reasonable care for the Health and Safety of yourself or other persons who may be affected by your act or omissions.
- Co-operate with the Company to comply with any Company safety rule and/or any duty or requirement imposed under legislation or relevant Codes of Practice.
- Maintain safe and clean conditions in your working area according to the Company's housekeeping standards.
- Work in accordance with information and training provided.

Equal Opportunities

- It is the responsibility of each employee to abide by the Company's Equal Opportunities Policy.

Data Protection

- At all times during employment, to comply with the provisions of the Data Protection Act 2018 and with any policy introduced by the Company to comply with the Act.

Duties Explained:

Line Manager: Signature Date:

Name

Employee:

Signature Date:

Name

(Signed copy to be placed in personnel file)

<u>ATTRIBUTES</u>	<u>ESSENTIAL CRITERIA</u>	<u>DESIRABLE CRITERIA</u>	<u>HOW MEASURED</u>	<u>COMMENTS</u>
Qualifications / Training	<ul style="list-style-type: none"> • Good standard of education including English and Mathematics • Willing to undergo necessary training to operate the client management system (database) 	<ul style="list-style-type: none"> • Administrative qualification to Level 2 or above 	<ul style="list-style-type: none"> • Application Form • Certificates • Literacy Test 	
Experience	<ul style="list-style-type: none"> • Experience of providing high level of administrative support • Producing correspondence to a high standard • Dealing with complex queries and complaints in an efficient and timely manner 	<ul style="list-style-type: none"> • Understanding of Social Prescribing services • Experience of working with Health Professionals/Primary Care staff 	<ul style="list-style-type: none"> • Application Form • Interview 	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent I.T. skills, specifically using Microsoft Office • Excellent communication skills • Excellent organisational skills • Ability to prioritise own workload 	<ul style="list-style-type: none"> • Intermediate Microsoft Office 	<ul style="list-style-type: none"> • Application Form • Interview • In Tray Exercise 	
Personal Attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills • Sets standard for own work and shows drive, initiative and commitment in achieving these standards • Positive attitude, displays energy and enthusiasm 		<ul style="list-style-type: none"> • Interview • References 	
Special Conditions	<ul style="list-style-type: none"> • Commitment to personal development • Able to work flexibly including some regular evening shift patterns • Willingness to travel across Birmingham and Solihull 		<ul style="list-style-type: none"> • Documents from List 1 or List 2 • References • Interview 	

	<ul style="list-style-type: none">• Eligibility to work in the UK• Committed to Equal Opportunities			
Other Comments				

Person Specification – Triage Administrator