

Job Description

Job Title: Administration Lead
Accountable to: Head of Healthcare

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- we treat patients and each other as we would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

The role

As the Administration Lead, you will be responsible for working as part of the healthcare team to ensure provision of administrative, clerical and secretarial services for the Practice Plus Group healthcare delivery on site. Leading the Administration Team in all managerial functions, including HR, training, competency and efficiency. Ensuring effective management of clinics and rota template, monitoring DNAs/cancellations and duplicate/ ineffective use of clinics; all referrals are managed efficiently and all data is available and up to date at all times. You'll also be responsible for supporting the Head of Healthcare in the preparation, distribution and recording of complaints. Supporting the performance lead in the collection of statistics and data; coordinate the monthly data and produce reports when required.

Organise the recording of meeting minutes and distribute with approval. To include: Local Quality Delivery Board, Multi-Professional Clinical Case Clinics, Weekly Mental Health Meeting, Local Quality Assurance Meeting and any others required and support the clinical team in the governance of information that is required for Practice Plus Group on an ongoing basis.

In this role, you will also;

Provide High quality administrative duties working within site. You will deal with patients, healthcare colleagues and other professionals over the phone, face to face and via email in a professional and courteous manner. Maintaining an efficient data and filing system including staff files and agency staff profiles.

Deliver Administrative support to the multidisciplinary meetings recognising the need for patient confidentiality and multi-agency working. You will use IT systems, clinical templates and data to ensure reporting is accurate. As well as line management for the administration team, promoting professionalism and accuracy to detail within completion of duties.

Inspire Excellence by dealing with patients and colleagues professionally, escorting visitors and contractors around the prison as and when required. You will also be responsible for liaison with a range of agencies, internally and externally. Act as a team leader for the administration team, including all HR functions, absence management, appraisals, efficiency and delivery.

Promote The corporate image through the production of accurate word processed letters, mail merge correspondence, complex documents, agendas, reports, newsletters and presentations in the Practice Plus Group house style using Word, Excel, and relevant IT packages on networked computers. Professionalism and attention to detail within the completion of your duties.

Share Knowledge, skills and expertise to ensure safe care, and build multi-disciplinary teams of clinical and non-clinical colleagues who support each other to do a great job.



About you

- Maths and English language skills at GCSE level or ability to demonstrate numeracy and literacy skills
- NVQ 2 Business Administration or equivalent experience
- Working to tight deadlines
- Diary management
- Organising meetings
- Using and maintaining databases, internet, Microsoft Office applications or equivalent, SystemOne
- Ability to prioritise workload /ability to delegate appropriately

- Excellent communication skills
- Ability to use initiative, work with minimal supervision, and demonstrate flexibility
- Ability to work as a part of a team
- A non-judgmental and compassionate approach
- Good IT skills and IT literacy
- An understanding of the meaning of confidentiality and the requirement for this to be maintained
- Ability to work within a busy environment



Additional information

Disclosure and Barring Service- a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

Prison Vetting- a HMPPS (Her Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

Education and Training- continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives.