# Job Description

Job Title: Patient Engagement/Administrator

Location: HMP Brinsford

Employer: Practice Plus Group

Job Type: Full-Time / Permanent

Salary: Up to £26,000 per annum

Reports to: Deputy Head of Healthcare

## About the Role:

Are you passionate about making a difference in the health and wellbeing of vulnerable populations? Do you thrive in a dynamic environment where no two days are the same? Practice Plus Group is looking for a proactive and compassionate individual to take on a dual role as Administrator and Patient Engagement Lead at HMP Brinsford.  
  
In this unique role, you’ll combine efficient administrative support with creative, patient-focused engagement strategies to ensure the smooth running of healthcare services while placing patient voice and experience at the heart of service delivery.

## Key Responsibilities:

### Administrative Duties:

* Deliver high-quality, confidential administrative support to the healthcare team.
* Manage and maintain clinical and non-clinical records in line with GDPR and internal policies.
* Schedule patient appointments and manage waiting lists via SystmOne and other systems.
* Support staff rota coordination, training records, and meeting administration requirements.
* Liaise with internal and external stakeholders including prison staff, NHS providers, and third-party organisations.
* Assist in the preparation of reports, audits, and Key Performance Indicator (KPI) tracking.

### Patient Engagement Responsibilities:

* Lead on initiatives to improve patient experience, feedback collection, and communication.
* Develop and facilitate patient and family forums, surveys, and health promotion activities.
* Act as a point of contact for patients with queries, concerns, or suggestions.
* Collaborate with the clinical and operational team to implement service improvements based on patient feedback.
* Support the induction and education of new patients on healthcare access and pathways.
* Ensure equitable engagement with diverse patient populations, including those with complex needs or low literacy levels.

## About You:

### Essential:

* Proven experience in administration, ideally in a healthcare, prison, or public sector setting.
* Strong organisational and time management skills.
* Excellent interpersonal and communication skills – both written and verbal.
* Confident individual with the ability to manage relationship with family, patient and colleagues including the prison staff/Governors.
* Proficiency in Microsoft Office and experience with data entry systems (e.g., SystmOne).
* Ability to handle sensitive information with discretion and integrity.
* Demonstrated ability to engage and build rapport with individuals from diverse backgrounds.

### Desirable:

* Previous experience working in secure environments or with vulnerable populations.
* Understanding of PPG values and prison healthcare frameworks.
* Knowledge of patient engagement tools (e.g., FFT, Healthwatch liaison).

## What We Offer:

* Competitive salary and annual leave package.
* Access to NHS pension scheme or company pension.
* Ongoing training, development, and career progression opportunities.
* Supportive and inclusive work environment.
* Opportunities to contribute to innovation in prison healthcare.

## About Practice Plus Group:

At Practice Plus Group, we are passionate about providing high-quality care to some of the most underserved communities in the UK. Working in over 50 secure settings, we bring innovation, respect, and compassion into everything we do. Join us and be part of a team that makes a real difference.

## How to Apply:

If you’re ready to be part of a forward-thinking healthcare team and contribute to improving lives at HMP Brinsford, we’d love to hear from you. Apply now through our website or contact our recruitment team for further details.