

JOB DESCRIPTION

JOB TITLE:	Clinical Admin Role
PAY BAND:	Part-time, £7,488 per annum
ACCOUNTABLE TO:	Operations Director/CQC Registered Manager
HOURS OF WORK:	12 hours per week; 09.30-12.30 on a Wednesday and 10.00-15.00 on a Thursday with an additional 4 hours to be worked remotely at Operation Director's discretion.
ANNUAL LEAVE:	5.6 weeks paid holiday (pro rota) in each holiday year. You are not entitled to any additional time off for bank holidays or public holidays.
SICK LEAVE:	Statutory Sick Pay.
LOCATION:	Working remotely from home or where the HealthBus team are based (Office or Mobile Clinic).
TRAVEL:	Some travel will be required to and from place of work.
NEW STAFF SERVICE:	3 months probationary period.
TERM:	12 month fixed contract.
JOB SUMMARY:	As the Clinical Administrator, you will work closely with the clinical team and CIC Directors to ensure the efficient, effective deployment of clinical operations. The role is broad in scope, taking on responsibility for all admin for the daily running of the clinics and the team.

1.0 BACKGROUND

- 1.1 The HealthBus Trust is an award-winning charity that provides specialist outreach healthcare to people experiencing homelessness in Bournemouth and the surrounding areas. Operating a mobile GP-led service, in collaboration with a multidisciplinary team, local authority and third-sector providers of homeless services, the Trust delivers appropriate and accessible care at the point of need to people sleeping rough and in emergency accommodation. The charity engages those who experience barriers to accessing mainstream healthcare which contribute to health inequality.
- 1.2 We work in conjunction with primary care providers and local providers of homeless services including the hospitals. These partnerships help people find the support they need to move on in life. So far, this service has been made possible by kind donations, generous grants from trusts and a contract from BCP. Ultimately our hope is that adequate healthcare, appropriate for the needs of rough sleepers, will be fully funded by the NHS.

2.0 ROLES & RESPONSIBILITIES

2.1 Clinic Operations

- a) Work alongside the clinical team to deliver clinical sessions from the mobile clinic at multiple locations.
- b) Communicate with and support patients via the telephone, text, email and face-to-face.
- c) Liaise regularly with GP practices, hospitals, homeless teams and the BCP Multi-Disciplinary Team sharing updates and useful information.
- d) Effectively respond to emails / referrals from external organisations in a professional, timely manner.
- e) Manage waiting lists and appointments for Dentaid and vaccination clinics.
- f) Responsible for collecting data to ensure timely and accurate reporting and audits on a weekly, monthly, bi-monthly and annual basis.
- g) Work with the Operations Director, Medical Director and the Board of Directors to ensure that the HealthBus culture, vision and values are reflected in day-to-day operations.

2.2 Human Resources

- a) Hold the diary for the clinical team.
- b) Communicate regularly with the HealthBus team regarding scheduled staff meetings and clinical meetings.
- c) Ensure that safeguarding policies and procedures are implemented.

2.3 HealthBus bespoke patient database - Patient Source

- a) Responsible for registering new patients, booking appointments and liaising with support workers and GP practices in order to provide an efficient, effective service.
- b) Responsible for gathering patient information and uploading to patient records.
- c) Ensure that the database is accurate and up to date, including data collection and analysis.
- d) Create and maintain a Patient Source manual for new joiners and to represent best practice.

2.4 Health & Safety

- a) Work with the Operations Director to ensure that Health and Safety systems are delivered ensuring compliance with legislative and regulatory requirements.

2.5 Data Protection

- a) Ensure that the data protection policy and procedures are implemented.

2.6 Risk Management

- a) Ensure implementation of all policies and procedures.

2.7 Training

- a) Meet all the training requirements and quality assurance for the role.

2.8 Board Administration

- a) Administrating meetings and actions of the Board of Directors.
- b) To fulfil any other duties as required, commensurate with the role, and work as directed by the Board of Directors.

3.0 PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to A level or equivalent level of work-based experience. 	<ul style="list-style-type: none"> • Good literacy skills and attention to detail.
Experience	<ul style="list-style-type: none"> • Staff/people skills • Experience of working in an office environment or remotely • Experience of working with people who have complex health issues and may have challenging behaviour. 	<ul style="list-style-type: none"> • Experience of working with vulnerable adults • Experience of working in a GP practice. • Experience of working with people who have complex health issues and may have challenging behaviour.
Skills / abilities	<ul style="list-style-type: none"> • Organisational and people skills, able to meet deadlines and work efficiently in many different settings under pressure. • Strong written and verbal communication skills and ability to communicate well with HealthBus patients, team, volunteers, the Board of Trustees and Directors as well as partner organisations. • Able to prioritise work, plan and delegate to others if appropriate. • Broad competencies in IT, including Microsoft Office. 	<ul style="list-style-type: none"> • Experience of SytemOne.
Personal qualities	<ul style="list-style-type: none"> • Committed to HealthBus' vision and values. • A strong commitment to organisational effectiveness. • A flexible can-do attitude. 	<ul style="list-style-type: none"> • A sense of humour. • Good emotional intelligence.