

Job Profile

Healthcare Administrator



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Job Details

Location:	HMP Eastwood Park – Falfield, Wotton-under-Edge, GL12 8DB
Reports to:	Admin Team Leader
Contract Type:	Permanent
Hours:	Full time – 37.5 hours per week
Pay Range:	£19,500.00 - £21,000.00 per annum (pro rata)
Other:	NHS Pension NHS Length of Service recognition for annual leave Bike Scheme and Tech Scheme

About Us

Hanham Secure Health Ltd (HSH) is commissioned to deliver the physical healthcare provision at HM Prison Eastwood Park; this comprises nursing, advanced clinical practice, GP and administration service, all of which come together to provide high quality planned primary care, urgent/acute care and clinical substance misuse support services. The HSH team forms part of the wider InspireBetterHealth group; a collaboration of providers delivering a full suite of health and well-being services to the prison population, including psychosocial substance misuse, mental health, psychiatry, dentistry, optometry and more.

HSH is a private healthcare company owned by shareholders with lengthy experience and knowledge in the offender health sector. HSH offers rates of pay and employment benefits comparable to NHS schemes that many healthcare workers will be accustomed to. HSH prides itself on being a **family friendly** and **equal opportunities** employer.

HSH **strives to deliver continuity and equivalence of healthcare services to patients across the secure estate and maintains** an ethos that "if you invest in, motivate and develop your workforce, your workforce will be encouraged and enabled to invest in and take care of your service". We achieve this through our five core values:

- » **Collaborate** - Strive to deliver excellence through the supportive exchange, sharing and inspiration of aims, goals, ideas and best practice.
- » **Make a difference** - Enable everyone to make a difference - big or small - through advocacy, challenging what is not right, leading by example and taking responsibility.
- » **Improve** - Embrace new, innovative and creative ways of working through a culture that supports change, promotes learning and celebrates development.
- » **Have integrity** - Embody a culture of honesty, transparency, fairness, inclusion, respect, compassion and caring through individual and shared accountability.
- » **Put people first** - Adopt a person-centric approach in all areas through effective communication,

engagement, recognition, reward and by valuing every patient and believing in every employee.

Job Summary

The role of the healthcare administrator will work within the healthcare team to provide a range of administration services to the adult female patients at HMP Eastwood Park.

Previous experience of working within a prison is not required and the successful candidate will receive robust induction and training, as well as on-going training, supervision and mentoring. HSH supports and promotes further learning, development and, where possible, promotion, tailored to individual needs and preferences.

The success of this role relies on strong administrative skills, effective communication, the ability to work effectively within a team and on own initiative, as well as a willingness to be flexible and to adapt.

The role includes access to highly sensitive information and the post holder should, therefore, ensure that they conduct their work with the strictest confidence and comply with information governance, data protection and record keeping policies at all times.

Essential Criteria

Qualifications & Experience:	<ul style="list-style-type: none">» English Language and Maths GCSE to grades A - C» Qualifications / degrees in business administration are desirable but not essential» Experience of working within an administrative role» Experience of working within healthcare desirable but not essential
Knowledge:	<ul style="list-style-type: none">» Proficiency in Microsoft Office Suite (Outlook, Word, PowerPoint, Excel) and other commonly used office packages» Awareness of Data Protection, Information Governance and Confidentiality regulations, in accordance with national legislation, local policy and relevant standards
Skills:	<ul style="list-style-type: none">» An ability to use own initiative, within clear boundaries, seeking advice from more senior members of staff where necessary» Ability to work to deadlines» Good interpersonal skills» Ability to prioritise and organise own work» Excellent interpersonal, oral and written communication skills» Excellent organisation and time management» An ability to build and maintain good relationships with colleagues and to work effectively as part of a team» Ability to type occasional medical-related documentation / letters in Word» Effective team worker providing cover for colleagues in times of absence and annual leave and assisting with the training of new team members» Ability to remain calm and measured under pressure» Flexible and adaptable approach to work» Accurate transfer of information when taking messages» Awareness of the limitations of own competencies and a willingness to undertake further learning and development to enhance these» Good record keeping competencies and compliance with local record keeping policy
Qualities:	<ul style="list-style-type: none">» A strong commitment to the delivery of quality and safe healthcare» A warm, person-centred approach to care» Honesty, decency and probity at all times» Respect for the privacy and dignity of all patients and colleagues at all times» An interest in working within a busy, challenging and changing environment

- » Willingness to be flexible and adaptable to the ever changing needs of the prison population and healthcare provision

Key Responsibilities

Specific:

- » To receive, log and process referral documents, ensuring their timely and appropriate journey
- » To manage the NDTMS data collections and submissions on behalf of the substance misuse team, ensuring that submissions are accurate and on time and updating where necessary (training provided)
- » To update the client database(s) and/or other databases as applicable
- » To assist in the management of the substance misuse and mental health caseloads
- » To support in the coordination and management of patient medical records, including requesting, receiving, processing, transferring and archiving records
- » To support with the management of in-house clinics, including appointments, waiting lists and caseloads
- » To liaise with external agencies to generate appointments for substance misuse service users going out to court/video link, forwarding medical information as appropriate
- » To scan and attach paperwork onto the clinical IT system in support of a paperless service
- » To action tasks received via the clinical IT system, including requests for information, appointment booking, chasing reports etc.
- » To process incoming and outgoing correspondence, including scanning, coding and forwarding documents
- » To take minutes of the weekly Complex Case meeting
- » To distribute appointment letters to patients
- » To support in formatting protocols and policies
- » To support with typing up clinic letters for specialist consultations on an adhoc basis
- » To confidently complete and return prison documents
- » To act upon electronic tasks as generated by other members of the multi-disciplinary team
- » To deal with telephone enquiries from health care professionals and external agencies in an efficient, confident and polite manner adhering to local policies
- » To ensure messages are taken clearly and concisely and passed to the relevant member of staff
- » To be an effective team member, covering work as necessary of staff who are on leave/sickness
- »

General:

- » To summarise medical history summaries onto the clinical IT system
- » To summarise all new patient records and read code information accordingly
- » To deal with enquiries from our GPs involving contacting outside surgeries, hospitals and other prison healthcare centres
- » To produce a range of reports on behalf of managers, GPs and other colleagues as appropriate
- » Such other duties as appropriate to the needs of the department, as agreed between the post holder and the Team Leader
- » To understand and maintain a high standard of confidentiality adhering to local Data Protection policy
- » Reporting risks and incidents in accordance with organisational policy, in support of a transparent, blame-free and shared learning culture
- » Reacting to and reporting any threat to the security/safety, or indication of threat to the security/safety, of the establishment or any group or individual, in accordance with prison protocol

- » Compliance with prison orders, procedure, instructions and security requirements
- » Promoting and supporting effective links with relevant health and well-being services in the community, in support of continuity of care
- » Undertaking such other duties as appropriate to the needs of the organisation

In light of the changing needs in secure healthcare, this job description could be subject to change in the future.

Learning and Development

Hanham Secure Health Ltd is committed to providing a high-quality service through the effective management and development of its employees. Learning and development, training, appraisal and supervision policies and processes support the organisation in achieving its key aims of delivering cost effective, high quality and responsive healthcare, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims. All employees are expected to participate fully in the training, learning and development and appraisal processes and to comply with the relevant policy.

Equality and Diversity

It is the responsibility of all employees to support the Hanham Secure Health Ltd vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment and to manage, support or comply through the implementation of the organisation's equality and diversity strategies and policies.

Health and Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment and to take reasonable care of themselves and others. Specific individual responsibilities for health and safety, if applicable to this role, will be outlined under the Key Responsibilities section.

Information Governance and Data Protection

Employees of Hanham Secure Health Ltd have access to information that is sensitive to either an individual or to the organization. In accordance with the requirements of **Information Governance, NHS Code of Confidentiality, General Data Protection Regulation, Data Protection Act (2018)** and the terms and conditions of employment, all employees have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

Rehabilitation of Offenders Act (1974)

This post is subject to an exception order under the provisions of the **Rehabilitation of Offenders Act (1974)**. This stipulates that all previous convictions, including those that are 'spent', must be declared. Previous convictions will not necessarily preclude an individual from employment within Hanham Secure Health Ltd but must be declared in writing at the appropriate stage during the recruitment process.

<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>

Policy

This post is subject to Hanham Secure Health Ltd policies and employee handbook. Copies of these policies will be available upon commencement of employment or upon request prior to employment.

Further Information

About Hanham Secure Health:

Hanham Secure Health (HSH) is a private healthcare company that delivers NHS commissioned primary healthcare services to patients within secure establishments, including prisons, secure children's home and secure mental health hospitals.

Find out more: www.hanhamsecurehealth.co.uk

Read what our employees say: <https://www.hanhamsecurehealth.co.uk/work-with-us/ouremployees/>

About HM Prison Eastwood Park:

HMP Eastwood Park is a female prison located north of the city of Bristol. It houses women aged 18+ and has a mother and baby unit on site. The prison holds both offenders who have been convicted and sentenced and individuals who are being held on remand, pending court proceedings.

This mix creates a varied healthcare need across the prison, with some patients requiring more immediate and acute care to address complexities and issues they have arrived in the prison with, such as detoxing from substances, mental health assessment and treatment for poor physical condition. On the other hand, there are patients with more stable healthcare needs but who require regular health checks and screening, routine check ups, contraception fitting and advice and care for on-going health conditions.

Find out more: <https://www.gov.uk/guidance/eastwood-park-prison>