

ROLE BRIEF

Department:	Ward
Job Title:	Ward Administrator
Responsible To:	Ward Manager
Location:	East Grinstead – The McIndoe Centre
Key Duties:	Administration • To communicate effectively and undertake any ad-hoc administration requirements with ward manager/ clinical leads on a daily basis and assist in the process of written, telephone and face-to-face contact, with patients, staff, and various external agencies. • Assist with change management and development of clinical services • Assist with implementation of new services • To assist with the completion of ward administration rota 's • To ensure that agency induction and monitoring paperwork is correctly completed and kept up to date to ensure safe care on the ward with the support of the ward manager • Data collection and analysis for audit purpose. • Calculate figures on a monthly basis to form ward reports/ allow analysis of figures • To liaise with the Theatres, Pre-Assessment, Admissions and Outpatients to optimize patient flow. • To assist the ward manager/ nurse in charge by contacting nurses to ensure correct staffing levels. • To compile daily nursing staffing needs with approval by the nurse in charge on the appropriate spreadsheet. • To respond to patient enquires - both current patients and discharge telephone enquiries. • To assist as required by occasionally delivering and collecting items to and from other areas across The McIndoe Centre. • To attend relevant meetings and take minutes where required. • To be involved with updating of patient information documents. • Assist with the induction process of new staff to the ward Information Technology • To be responsible for entering and updating accurate information on the Patient Information system. • To update/ create documents as required by the ward manager eg- guidelines, process maps, educational material. • To input relevant data on spreadsheets to support clinical department KPIs and monthly reporting. • To assist with the review of bed planning and patient activity • Be competent in the basic use of Microsoft Office software. Performance Management • Recognising and praising good performance whilst immediately and effectively addressing poor performance. Absence • To ensure that all types of absence, including sickness, bereavement and annual leave (this list is not exhaustive) are reported appropriately to the Ward Manager / Nurse in Charge

	Mandatory Training - To ensure that all mandatory training relevant to role is completed. General: This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder. - To carry out any other reasonable duties as requested by senior staff. - To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare. - To act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare. - To take every opportunity to maintain and improve knowledge and professional competence, in line with the appropriate professional body or as agreed at the annual Individual Performance Review. - To take an active role in Horder Healthcare's staff appraisal system and action agreed goals and objectives. - To adhere to all policies and procedures including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies. - To take reasonable care for the health and safety of yourself and others that may be affected by what you do while at work and complete all mandatory training as required. - To be aware of their responsibilities and role in relation to the Business Continuity Plan. - Infection Control and Hand Hygiene - All employees are required to be familiar with, and comply with, policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections.
Key Accountabilities:	- To provide a comprehensive multi-faceted, administrative function to the clinical teams, supporting the ward manager and other senior staff in the smooth day-to-day running of the organisation. - The post holder will provide administrative support to the ward and ward manager. - To work closely with the multi-disciplinary ward team enabling them to deliver direct clinical care whilst providing excellent standards that uphold the reputation of Horder Healthcare.
Key Knowledge, Skills and Experience:	Must Haves - Previous experience working in a customer facing role. - Good levels of written and verbal English - Must be able to multitask Nice to Haves - Previous experience in a ward clerk / receptionist / PA role - Previous experience in a healthcare environment

Health and Safety:	The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections: You'll carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You'll comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist. For clinical colleagues with direct patient contact, this will include (but is not limited to): • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps. Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.
Equal Opportunities	Horder HealthCare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of: gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.
Confidentiality	You'll make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.
Safeguarding	You'll be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.
People Managers	You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.
Review	Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues. Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we 'll discuss with you first.
Role Brief Agreement	I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.

	Colleague name: Colleague signature: Date:
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