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| **DOCUMENT:** | **Job Description and Person Specification** |
| **Job Title:** | Administrator |
| **Project:** | HMP Garth |
| **Hours:** | 35 per week |
| **Salary:** | £17,000 to £20,000 |
| **Responsible to:** | Integrated Service Manager |
| **Accountable to:** | Integrated Service Manager |

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| **JOB SUMMARY:** | To provide administrative support to the Drug and Alcohol Recovery Service in relation to psychosocial substance misuse services in HMP Garth.  To provide administrative support for one to one interventions and group work. |

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| **UNDERLYING VALUES:** | In undertaking this role, the employee will be expected to behave at all times in a way that is consistent with and actively supports the organisations values:  **“from dependence to freedom -** Delphi Medical are *Accountable*, *Accessible*, *Patient-Centred* and *Sustainable*. We value Loyalty and Integrity. |

**Principle Duties and Responsibilities**

**Service Delivery:**

1. To work within Delphi Medical’s prison recovery service for problem drug and alcohol users, as part of a forward looking, flexible and creative team.
2. To deliver efficient administrative and data administrative support to members of the Drug and Alcohol Recovery team to ensure that the team are served by processes that are effective, well recorded, and simple, enabling practitioners to focus on their own roles and service objectives.
3. To ensure that personal performance is such that it supports a high standard of achievement and effectiveness throughout the teams.
4. To work collaboratively with colleagues, and other services, to maintain operational efficiency.
5. To be responsible for data administration within the service, including NDTMS data entry.
6. To develop and maintain clear and functional record-keeping systems as required.
7. To complete forms and documents which support the service’s and team’s processes.
8. To provide clean data input to database systems, and support for database developments.
9. To maintain the integrity of secure filing and archiving systems of service user and service information.
10. To undertake secretarial duties, including minute taking, office diary co-ordination and dealing with correspondence.
11. To support the production of leaflets and brochures.
12. To support team recruitment and HR processes.
13. To ensure the smooth running of the team by dealing with general enquiries, greeting visitors and maintaining shared resources.
14. To produce reception and discharge lists, ensuring team members are promptly notified of service user reception, discharge to court, release or transfer.
15. To facilitate the availability of service users to attend treatment interventions via local prisoner activity system
16. To maintain stock levels of all required equipment, ordering replacements where necessary.
17. To effectively manage diary systems as requested, communicating any changes to relevant parties
18. To control petty cash on behalf of the team and liaise with the Integrated Service Manager.
19. To work flexibly, supporting service delivery across the team.
20. To receive, sort, distribute and dispatch mail.

**Personal & Professional Responsibilities**

1. To develop your own knowledge and practice, attend supervision and team meetings so as to fulfil your role as an effective member of the team.

**Quality Standards & Governance**

1. Ensure adequate administrative support is in place to maintain all records and documentation to meet all audit requirements.
2. Make regular contact with Clinical team regarding new admissions.
3. To liaise with the Integrated Service Manager to ensure the collation of all information relating to the service to enable the provision of regular data activity and outcome reports for contract monitoring purposes and the management team as required showing service standards are achieved.
4. To liaise with the Psychosocial team to ensure relevant health and safety and staffing information is available as required.
5. Regular liaison with security department regarding gate passes, visitors etc.
6. To ensure that records are clear, accurate and timely to provide support communication, continuity and decision making.
7. To have awareness of and assess safeguarding risks (children and adults).

**Responsibility for Human Resources**

1. Provide administrative support for prison-related training for Delphi staff, liaising with the Support Workers arrange venues where required.
2. To maintain service user confidentiality.
3. Ensure all documentation completed when necessary and in a timely and accurate manner.
4. Work as a member of the team.

**Business Development**

1. Ensure good working relationships are established and maintained within the prison, and externally with other service providers and commissioners and other interested parties.
2. Proactively promote health and wellbeing using relevant resources available i.e. notice boards. to provide service users with support and encouragement including the dissemination of harm reduction literature.

**Generic Responsibilities**

**CONFIDENTIALITY**

Patient and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 1998.

**CODE OF CONDUCT**

All staff are expected to adhere to all Delphi policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.

**PRIVACY AND DIGNITY**

Staff should respect patients/relatives diversity, cultural needs and privacy. In addition, staff should be compassionate rather than just delivering technical care and treatment. All staff are expected to be knowledgeable about and comply with the Privacy and Dignity policy.

**INFECTION PREVENTION AND CONTROL**

Infection control is everyone’s responsibility. All staff, both clinical and non clinical, are required to make every effort to maintain high standards of infection control and specifically are required to:

* Attend mandatory infection control training provided for them
* Wash their hands or use alcohol gel on entry and exit from all clinical areas and between patient contact
* Challenge non compliance when observed to protect patients or report any non compliance to their line manager
* Promote patient safety and act as a role model for other staff.

In respect of Infection prevention and control, staff need to be familiar with and adhere to the following policies;

* Infection Prevention and Control
* Uniform and Work Wear including “ bare below elbows” guidance
* Sickness and Absence.

This is not an exhaustive list and staff need to note that policies and procedures are updated and added to continuously. All staff have a responsibility to familiarise themselves and adhere to all policies.

**SAFEGUARDING VULNERABLE ADULTS AND CHILDREN**

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

* Familiar with safeguarding policies
* Attend the appropriate training for safeguarding
* Know who to contact if you have concerns about an adult or child’s welfare.

Additional help and advice is available from the designated safeguarding leads; Designated Paediatrician for Safeguarding Children, Named Lead Nurse for Safeguarding Children; Designated Lead Doctor for Safeguarding Adults; Named Lead Nurse for Safeguarding Adults; and the Named Midwife for Vulnerable Women.

**NO SMOKING**

Delphi has a Smoke Free policy. All Health Service premises are considered No Smoking Zones, other than designated staff smoking areas.

**HEALTH AND SAFETY**

Delphi has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health and Safety legislation and the Trust’s policies relating to Health & Safety and Risk Management

**Person Specification**

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| **Job Title:** | **Administrator** |

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| **Competence** | **Essential** | **Desirable** | **Assessment** |
| **Qualifications and training** | A good general standard of education to GCSE level or equivalent including English.  NVQ Level III (Care related or Admin) or equivalent level experience. |  |  |
| **Skills and abilities** | An ability to work on one’s own as well as part of a team.  Keyboard skills  IT skills (including basic word processing)  An ability to manage potentially challenging behaviour.  Ability to communicate effectively both verbally and in writing.  Commitment to high standards of service.  Organised with excellent time management skills. | . |  |
| **Exp/Knowledge** | An understanding of needs and issues of working within the substance misuse field.  Experience of carrying out an administrative role. | Experience of working directly within the substance misuse field  Previous experience as a recovery support worker.  Experience is desirable, and opportunities for further training will be provided for candidates with the right attitude, drive and basic level qualifications. |  |
| **Personal effectiveness** | Confidence  Highly organised, with excellent project planning, execution and time management skills.  Ability to work under pressure |  |  |
| **Circumstances** | Commitment to support Delphi’s values and noble cause.  Flexibility of working environment.  To have been accepted through the Prison Vetting process. | Full driving licence and access to a car |  |
| **Diversity** | Demonstrate the ability to effectively work with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation. |  |  |