

Service Administrator

Role Purpose

This post holder will be integral to ensuring a high-quality service that promotes recovery across Via service provisions.

As a service administrator, you will support the service with a range of tasks associated with running a smooth and effective service. To achieve this, you will have strong administrative, communication and organisational skills and be able to build and maintain effective working relationships with colleagues and external parties.

You will need the ability to prioritise and organise your workload and provide a high standard of customer service. An emphatic and non-judgemental approach is imperative as varied role will give you exposure to a vast array of sensitive data.

The service administrator will support with the following areas:

- Reception duties
- Clinical administration
- Data administration
- Service administration

The post holder will be responsible for contributing to the overall performance of the service to ensure that contractual output targets are achieved and will input and provide data / information reporting, data analysis and administrative support services to Via service provisions.

The post-holder will contribute to the creation of an outcome focussed culture. In addition, the post-holder will be expected to participate in a learning culture for all that consciously celebrates and engages with diversity.

The post holder will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.

Key duties and activities of the role

- Provide data and administration key activities: data collection, inputting, analysis, administrative support and general office duties including reception management.
- Working to data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes, and service user information.
- Ensuring reception is managed in an effective way, that telephone calls are answered timely.
- Ensuring that all visitors to the service (including service users, families/carers, professionals and the general public) are welcomed in a responsive, helpful, and professional manner.
- Provide effective prescription monitoring and management with support of clinical staff: prescription ordering, batching, prescription generation, voiding and recording.
- To generate and post out clinical letters to the GPs.
- To attend and take minutes at the service's weekly MDT, Business meeting, and Governance meetings and ensure that minutes are shared and saved in a timely manner.

- To treat all information acquired as a result of your employment at Via as confidential, complying with all relevant policies and procedures.
- To assist with regular quality and compliance audits and checks in line with Care Quality Commission (CQC) standards and within Via policies and procedures.
- To fulfil all duties and responsibilities in relation to the safeguarding of children and vulnerable adults, identifying risks and taking appropriate action in accordance with local and organisational policies.
- Supporting information sharing and shared processes between organisations to affect a safe, seamless, and successful treatment journey.
- Contributing to the promotion and success of the Capital Card® scheme: Actively promote the scheme, the Companion App and local spend partner opportunities to service users at every opportunity.
- Ensuring the service has optimum stationery and stock and support with processing of purchase orders and invoices across the service provisions.
- Support with the management of petty cash, recording and reconciliation.
- To carry out other duties as identified by the management team.

Responsibilities for all Via staff

- To work within Via values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with Via policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To always observe professional integrity and candour and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone's knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours.
- Any other duties that may reasonably be required of you within your role.

Person specification for the role

- Experience of working or volunteering in a drug/alcohol or social care setting is desirable but not essential.
- Experience of other clinical administration roles is desirable but not essential.
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- Excellent understanding of data collection and management and commitment to treating all information acquired through the course of your employment as confidential.
- Experience of managing processes for purchasing, invoicing and petty cash.
- Experience of managing health and safety and related premises management, including carrying out timely and effective risk assessments, and completing and supervising remedial action plans.
- Ability to support the collation, submission and analysis of statistical data and information that ensures the service operates within contractual requirements and enables timely and accurate reporting to all external and internal stakeholders.
- Excellent time management skills, ability to work on own initiative, prioritising accordingly.
- An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.
- Ability to use MS Office packages and experience of using case management systems to a good standard.
- Excellent interpersonal, oral and written communication skills.
- Ability to work under pressure in a sometimes-challenging environment.
- Excellent team working skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.

Version Control				
		Authors		
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1.0	13/04/2022	PM	TA	