

Clinical Administrator

Role Purpose

- To support Via services with a wide range of tasks associated with running a smooth and effective clinical prescribing service.
- To be responsible for the monitoring and ordering of clinical stock and prescription paperwork; generating and voiding prescriptions for the service; postal and other correspondence to local GPs and pharmacies; taking minutes at clinical meetings; and assisting with quality and compliance audits.
- To work collaboratively with colleagues and key stakeholders across multi-disciplinary teams, ensuring adherence with all Via policies and Safeguarding principles.

Key duties and activities of the role

- Demonstrate excellent customer service, providing a warm and professional welcome to service users, professionals and all other stakeholders.
- Maintain accurate and timely records using the designated case management system in compliance with Via Information Governance policies and procedures.
- Identify risks and take appropriate action in accordance with local, national and organisational Safeguarding policies.
- Actively contribute to multi-disciplinary meetings, and minute taking for clinical meetings.
- Monitor and replenish clinical stock as required; be the point of contact for clinical supply accounts including DBST and urine test kits.
- Support Prescribers with the administration of generating of prescriptions for clinical clients, lead on prescription void processes and all other associated prescription management tasks and requirements.
- Liaise with prescribers and clinical team to ensure clinical appointment slots are available and booked as required.
- Coordinate correspondence on clinical matters to local GPs, Pharmacies and other appropriate stakeholders.
- Support with cover provision for the service administrator when required.
- Work flexibly, including across multiple sites when required.

Person specification for the role

- Passion for and understanding of working with substance misuse services or with other socially excluded or vulnerable groups.
- Excellent organisational skills with a proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.
- Excellent IT skills including use of Microsoft Office programs and digital meeting platforms and ability to use Case Management Systems like Nebula, System One or Theseus.

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- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver Service objectives, as well as in communicating with key stakeholders.
- An understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE) and any other relevant bodies.
- Demonstrable commitment to working in partnership with other professionals such as pharmacies, GP surgeries, community groups and other stakeholders to achieve good outcomes for our service users.
- Ability to deliver clinical administrative duties as outlined in the key duties and activities for this role.

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 observe professional integrity and candour at all times 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, and any other duties that may reasonably be required of you within your role.

Version Control				
Version number	Date created	Authors Initials		
1.0	07/06/2022	FH/ELV	TS	MD