



Clinical Administrator

(Salary as advertised)

Harrow

37.5 hours

Permanent

1. Main purpose of the role

Role summary

As the Clinical Administrator, you will support the service with a range of tasks associated with running a smooth and effective clinical service.

This will involve monitoring and ordering clinical stock and prescription paperwork; generating and voiding prescriptions for the service; postal correspondence to local GPs; taking minutes at the weekly and monthly clinical meetings; and assisting with quality and compliance audits.

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 empathetic and non-judgmental approach is imperative as this varied role will give you exposure to a vast array of sensitive data.

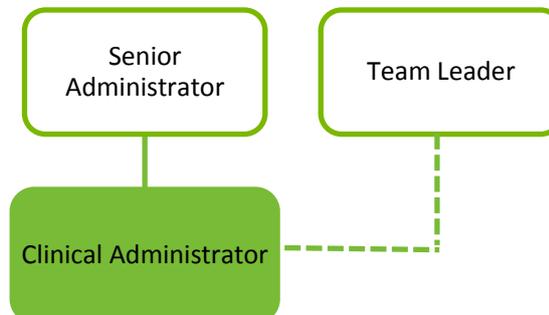
About WDP and Harrow Recovery Centre

- Our mission is to change lives by freeing people from addictions by providing the best **advice, support and treatment** to those affected by **drug and alcohol** use via an **evidence-based** approach.
- We are passionate about **helping people** affected by problematic **drug and alcohol** use, and seek to innovate and inspire **positive change**. We are committed to **diversity** and working with **integrity** in **partnership** to improve the lives of those who are **socially excluded**.
- **Harrow Recovery Centre** provides a range of integrated specialist substance misuse treatment services to the residents of the borough.
- **Harrow Recovery Centre** actively promotes **recovery** and works with individuals, those affected by someone else's substance misuse and the local community to improve the **health, wellbeing** and **functioning** of Harrow residents.

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to Senior Administrator**
- ▶ **Day-to-day supervision by Team Leader**



Working relationships:



3. Role-specific responsibilities

3.1	To monitor and order all clinical stock for the service.
3.2	To monitor and order the service’s prescription paperwork and ensure this occurs in a timely fashion.
3.3	To generate and void all prescriptions required by the service. (Voiding to take place once a week with another designated member to countersign)
3.4	To generate and post out clinical letters to GPs.
3.5	To attend and take minutes at the service's weekly clinical meeting and monthly governance and clinical governance meetings.
3.9	To assist with regular quality and compliance audits, in line with Care Quality Commission (CQC) standards, as directed by the management team.
3.10	To act as an advocate for the service at all times.

3.11	To carry out other duties as identified by the management team.
3.12	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.
3.13	To work collaboratively with staff to ensure effective coordination and delivery of care and promotion of our Harrow service.
3.14	To develop and maintain effecting working partnership relationships with partner agencies.
3.2	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To ensure relevant service standards are met; those laid out by the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE), and are offered in line with WDP policy and within the organisational clinical governance framework. ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings ▶ To comply with WDP’s policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.
<h2>4. WDP’s commitment to you</h2>	
<p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	
4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p>

	At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
5. Your commitment to WDP	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p>

	Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.
5.7	<u>Continuous Professional and Personal Development</u> Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.
<i>The above is an outline of the post holder’s duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i>	

Person specification		E/D	Measured by
Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).			
Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.			
1.	Education, knowledge and experience		
1.1	English and Maths GCSE (or equivalent) at grade C or above.	D	A
1.2	Experience of working or volunteering in a drug/alcohol or social care setting.	D	A/I
1.3	Ability to use MS Office packages to a good standard.	E	A
1.4	Experience of using SharePoint and case management systems.	D	A
1.5	Experience of other clinical administration roles.	D	A
2.	Abilities and skills		
2.1	Excellent oral and written communication skills.	E	A & I
2.2	Effective time management.	E	A & I
2.3	Good organisational skills and attention to detail	E	A & I
2.4	Ability to maintain a high standard of working, even when working to short deadlines.	E	A & I
2.5	Excellent interpersonal skills.	E	I

2.6	Ability to work under pressure in a sometimes-challenging environment.	E	I
2.7	Excellent team working skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.	E	I
3.	Working within WDP's framework of commitments to employees		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
4.	Equality, diversity, vision, mission and values		
4.1	An empathy for and understanding of our mission, vision and values.	E	A/I
4.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
4.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
4.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
5.	Circumstances		
5.1	Able to travel as required for the role and attend meetings and other activities outside office hours.	E	A/I

5.2	A flexible approach to workload.	E	A/I		
			Authors		
	Version number	Date	Initials	Initials	Year
	1.1	9 May	KB	CW	2017