


Job Title:	Administrator	
Service:	Compass Connect for Health	
Reports To:	Administration Team Leader	

Service Overview:

Connect for Health School Health Service is a high quality, visible, accessible and confidential outcome focussed service that improves the health and wellbeing of children and reduces health inequalities for school aged children and young people in Warwickshire.

The service delivers key elements of the universal Healthy Child Programme (including NCMP, annual Health Needs Assessments at key staged contacts) as part of the service offer to school-aged children and families (aged 5-19 years up to 25 with special educational needs) and priority partners/wider stakeholders.

The service will lead, deliver, develop and evaluate preventative services and universal public health programmes within schools and community settings using innovative and evidenced models of delivery in accordance with local need. The services provided will be planned and reviewed annually based on the evidence of actual need derived from the universal offer in conjunction with other strategic needs assessment data.

Service Structure:

Connect for Health School Health service consists of a number of skill mix teams located in three geographical hubs across Warwickshire. The Service Manager is supported by a Clinical Operations Manager, three School Nurse Team Leaders, a Practice Educator and Admin Team Leader. The teams are directed by school nurses who hold a Specialist Community Public Health Nurse (SCPHN) qualification and will act as the named lead contacts for primary partners such as schools. Teams consist of registered nurses and appropriately qualified healthcare support staff relevant to the range of services offered as part of the universal Healthy Child Programme.

Supported by a Central Admin Team, the teams work corporately conducting appointments with children, young people and families from a wide range of child friendly locations across the County.

Job Purpose:

The Administrator will be an active member of the team working with others to deliver positive outcomes for children, young people and their families. They will be part of the administration team providing vital support to the school health teams. They will be led by the Administrator team leader, who co-ordinates the work streams and delegate tasks and responsibilities.

They will provide a professional administrative support service to school health teams and stakeholders to enable the efficient and effective delivery of services. Discretion and confidentiality must be maintained at all times.

Key Duties and Responsibilities:

1. Service Delivery

- 1.1 Using electronic information systems accurately store, retrieve and archive information following agreed procedures in the agreed format and within agreed timescales including the administration of service referrals.
- 1.2 Participate in and contribute to group team/clinical review meetings to keep up to date with organisation information including the production of activity reports and minutes of meeting.
- 1.3 Assist with the co-ordination and delivery of National Child Measurement Programme and Health Needs Assessments including data inputting and correspondence.
- 1.4 Contribute to the dissemination of public health information/initiatives as part of a whole team approach, using a variety of methods e.g. compass website, social media accounts, video conferencing
- 1.5 Maintain and develop locally agreed documentation, administrative systems and procedures under the direction of Administrator Team Leader.
- 1.6 Respond to phone queries and filter through to the appropriate team member or geographical hub.
- 1.7 Be the first point of contact to respond to general enquiries from a range of service users and stakeholders and signpost as per local operating procedure.
- 1.8 Ensure all communications are received and dealt with in a courteous, diplomatic and professional manner.
- 1.9 Ensure internal and external communication i.e. email/post are distributed appropriately and dealt with in a timely manner as per local operating procedure, including all virtual delivery systems.
- 1.10 Support in the monitoring of stock/resources liaising with the three hubs, ordering stock as required, receive, check and distribute stock as necessary adhering to financial procedures.
- 1.11 Act as single point of contact for the service regarding Management Information Systems, and suppliers.
- 1.12 Ensure health and safety procedures are adhered to. This may require acting as nominated Health & Safety designated officer and/or Fire Person depending on location.

2. Developing Effective Relationships

- 2.1 Be an active member of the team and reflect Compass' values.
- 2.2 Actively works towards developing and sustaining effective working relationships with partner agencies in accordance with Joint Working Agreements/Service Level Agreements.
- 2.3 Build strong links with key departments within Compass and develop key relationships with colleagues in other services.

3. Managing Self

- 3.1 Prioritise own workload within agreed objectives using your own initiative
- 3.2 Take responsibility for own learning and professional development in line with Compass' Learning and Development framework
- 3.3 Take responsibility for your own and others' health and safety in the working environment
- 3.4 Promotes equal opportunity and diversity within Compass
- 3.5 Ensure that confidentiality is upheld at all times in line with Compass policy
- 3.6 Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 3.7 Works in accordance with Caldicott principles and Data Protection principles and adheres to all relevant Compass policies, procedures and guidelines
- 3.8 Maintain accurate records in line with the Compass policies and procedures
- 3.9 Skilful at managing conflict that may arise whilst working on behalf of Compass
- 3.10 To act as a role model in applying good infection control prevention and control policy and practice within Compass.

In addition to these functions the post holder is expected to:

Carry out other duties as may be reasonably expected in accordance with the responsibilities/competency level of the post.

Key Working Relationships:

The post holder will support the school health team to contribute to the building of effective sustainable operational partnerships with key stakeholders. Whilst not an exhaustive, list key relationships include:

- School Health Team
- Service Manager, Clinical Operations Manager, Team Leaders, Practice Educator
- Members of the public including children, young people and parents/carers
- Stakeholders, Schools, Social Care
- Other priority partner agencies

Financial Responsibilities:

N/A

People Responsibilities:

N/A



PERSON SPECIFICATION – Administrator

Attributes	Requirements	Essential/Desirable (E/D)	Identified By
QUALIFICATIONS	<ul style="list-style-type: none"> • Competent in the use of the Microsoft suite of programmes • 5+ Level 2 qualifications A*-C including English and Maths • NVQ Level 2 or equivalent experience 	E D D	Application form Certificates
EXPERIENCE	<ul style="list-style-type: none"> • Working in a busy office and customer service environment • Minimum of 1 year’s experience of administration and data inputting • Direct experience of dealing with the public 	E E D	Application form Interview
SKILLS & APPTITUDES	<ul style="list-style-type: none"> • Able to organise workload and demonstrate time management skills • Work under pressure and able to manage changing priorities • IT skills • Attention to detail and accuracy • Ability to show empathy • Good communication and interpersonal skills • Able to work as part of a team and willing to help and assist • Able to develop, establish and maintain positive relationships with others both internal and external • Positive attitude; flexible and adaptable; solution focused; and tenacious • Be flexible and adaptable to meet business need • Has a strong degree of personal integrity. 	E E E E E E E E E E	Application form Interview