

## **Job Description**

**Job title:** Administrator  
**Directorate:** Operations  
**Location:** Hub  
**Accountable to:** Senior Administrator  
**Accountable for:** N/A  
**Pay grade:** Band 4  
**Type:** (permanent)

## **Values Framework**

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

- Together
- Focused
- Bold
- Personal

## **General Overview of Role**

Admin support the Hub in providing administrative support related to Bed Management, Out-Patients Administration, Community Administration, Medical Secretarial Support and Treatment Centre Support

- To work within a multi-disciplinary team and contribute to the administration support function for the management team and clinicians at the Hub and Community clinicians.
- To contribute to the development of processes which increase efficiency and quality within the Hub.
- To provide an efficient, confidential and comprehensive administrative service as well as manage and coordinate waitlists, diaries and appointments.

## **Main Duties and Key Responsibilities can include:-**

1. To contribute to the full range of administrative duties within the Hub.
2. Exchange verbal and written information regarding veteran care promptly and politely with veterans, external agencies and providing an internal interface with all disciplines relating to assessment and treatment.
3. Contribute to the management of occupancy levels (where applicable) through system and spreadsheet waitlists from referral to discharge.

4. To schedule appointments and co-ordinate clinics, groups and related administration in collaboration with the relevant clinical staff. To deal with queries related to clinic and assessment appointments and follow up clients who do not attend appointments as required.
5. To contribute to the development of systems, processes and diary management to enable the smooth running of administration and the interface with other teams and organisations.
6. Support clinicians as necessary by undertaking administration as required associated with therapeutic reports, correspondence and SAR's.
7. To prepare / oversee all files (electronic and paper) for meetings and admission, ensuring that all relevant paperwork is in place.
8. Organise, attend and support IDT and other meetings as required keeping accurate minutes, records of decisions taken and ensuring that actions are recorded appropriately and communicated to the relevant individuals for action / information.
9. Update veteran records in line with Standard Operating Procedures ensuring all contact is logged.
10. To be accountable for an accurate and effective electronic filing system including patient database relating to veterans. This includes running regular reports.
11. Undertake typing duties associated with medical reports and correspondence including audio and speech to text software.
12. To assist with financial administration such as invoice processing, orders for stationery and equipment, petty cash and banking.
13. According to local procedures, process information in relation to staffing including registrations, revalidation and training.
14. To provide support to recruitment processes and administration including interviews.
15. To contribute to the development of administrative procedures and systems.
16. In TH Hub - deal effectively with any telephone queries relating to the service and pass them on to the relevant person, escalating same where necessary.
17. In other Hubs - provide switchboard service (escalating difficult calls as appropriate), reception support, and mail-management as necessary.
18. Manage personal and joint mailboxes relating to Administration Team
19. To work in a flexible and responsive way to meet the changing needs of the service users and demands of the service.
20. To fully understand and adhere to the policies and procedures of Combat Stress.
21. To cover duties of other administrators during periods of absence.
22. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal rotation and absence cover.

### **Other Duties**

- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

### **Risk Management**

As an employee of the Charity, the postholder is required to be risk aware and readily able to identify risks faced in the course of day-to-day duties. Where a new risk is identified it is to be reported through the postholder's line manager.

Date revised January 2022

Signature of postholder

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Print name

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Date

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