

Job Title	Healthcare Administrator
Name of Job Holder:	
Department/Location:	Yeldall Manor
Grade:	Scale point 21 -24
Salary Range:	£25,657 - £27,933 pro rata
Reporting to:	Healthcare Coordinator
Responsible for:	N/A
Key Relationships:	Residents, external healthcare providers, other staff
Date last updated:	November 2024

MAIN PURPOSE OF JOB:

- To ensure adherence to the Vision, Mission and Values of the organisation, including ensuring that the Christian ethos and culture is developed and maintained
- To support efficient access to healthcare and healthcare services for all residents during their time at Yeldall Manor
- To contribute to the rehabilitation of service-users attending the Yeldall Manor rehabilitation programme
- To support the Healthcare Coordinator in ensuring that all medication and healthcare provision at Yeldall Manor is provided safely in accordance with all relevant protocols

MAIN TASKS OF THE JOB:

- Complete registration process for any new residents with GP and dentist, including requesting new email addresses for new residents and registering them on the surgery online appointment system
- Assist the Healthcare Coordinator with:
 - For Phase 1 and 2 residents: Facilitate access to healthcare and screening as appropriate via GP, dentist, opticians, physiotherapists and other clinicians

- For Resettlement 1 residents: assist residents to become independent in accessing healthcare services: appointments, fit notes, repeat medications etc.
- For residents leaving on-site Resettlement, or leaving the Programme at an earlier stage: assist them to transfer their healthcare to health professionals in their new location
- Build and maintain good working relationships with local health professionals, including GP surgery, dispensary, dentist, optician, and physiotherapists including inviting host clinicians who support Yeldall to visit Yeldall Manor
- Communicate with surgery when residents leave Yeldall (planned and unplanned) and help them register to a new surgery
- Request and collate fit notes
- Ensure that up to date electronic records are maintained of all healthcare matters for residents, including transfer notes and detox discharge information
- Book appointments as requested and required, including assistance with required paperwork, for services including GP, Dentist, Physio, Blood tests, X-rays/other investigations, Opticians, Podiatry, Asthma/COPD reviews, Diabetic reviews, Sexual health clinic and smoking cessation
- Access, promote, and arrange screening for residents, e.g. Fibroscans, BP, and pre-diabetes screening, Blood Borne Viruses, and for Sexual Health for all Phase 1, 2 and 3 residents. To include building ongoing working relationships with the Florey Unit, Hepatology and Viral Hepatitis Depts (Royal Berkshire Hospital) and Hepatitis C Trust, and follow up with hospitals
- Coordinate with reception team to ensure lifts are arranged for those who need them
- Promote and access appointments for vaccinations available for staff and residents e.g. flu and Covid-19 vaccinations, collating and maintaining records of these
- Maintain safe Medication Management within Yeldall Manor, in accordance with the Medications Policy to ensure all medication including new supplies, is correctly administered, recorded accurately, and kept up to date on Greenshoots
- Ensure that medication stock levels are monitored to ensure adequate supplies at all times. Order repeat prescriptions (and naloxone) and collect prescriptions from dispensary and/or pharmacy
- Conduct a weekly audit of all on site medication, record and maintain the eMAR for each resident, order, collect, check, and log all new or repeat medications and dispose of medications that are not required to pharmacy

- Identify and investigate medication discrepancies and implement improvement strategies to prevent errors
- Prepare medication for residents going on weekend/overnight leave
- Stock, order, audit, and maintain all drug test stock and First Aid supplies for on- and off-site use
- Carry out regular audits, e.g. full medication audit, meds room audit, AED audit, Naloxone audit
- Ensure meds room is clean and tidy
- Maintain a log of all medical / clinical training for staff members
- Receive NHS bulletins and maintain Capacity Tracker
- Support duty staff with issuing residents with their own prescribed medication or homely remedies as appropriate in accordance with relevant protocols

OTHER DUTIES:

- To offer a high level of care and support to all residents during their time at Yeldall Manor, maintaining appropriate professional conduct and boundaries at all times
- To participate in the Christian life of the organisation including participation in and shared leadership of corporate times of Christian prayer/worship (e.g. staff prayer meetings, weekly Fellowship meetings, quarterly Celebrations, annual Open Day)
- To uphold at all times the Christian Values and Ethos of Yeldall in all dealings both internally and externally
- To ensure that Yeldall's Diversity (Equal Opportunities) Policy is adhered to at all times in respect of both residents and co-workers
- To contribute to the overall running of the Yeldall Manor programme as required and as commensurate with your role
- To attend and participate in regular staff meetings, management supervision sessions, in-house and external training courses as required
- To support residents by interacting with them and encouraging them in their recovery and spiritual growth. To be willing to share your faith, sensitively and appropriately, with residents and to pray for them if requested
- Any other tasks, as directed, commensurate with the grade of the post

WORKING CONDITIONS & BENEFITS:

Job Description



- This is a part-time permanent post, 25 hours per week, e.g. 10am-3pm, Monday – Friday.
- 25 days' annual leave per year (pro-rata), plus Bank Holidays, rising to 30 days after three years' continuous service
- Pension in line with government auto-enrolment legislation.

Signed (Staff Member)

Date:

Signed (Line Manager)

Date:

PERSON SPECIFICATION

Job Title: Healthcare Administrator

QUALIFICATIONS & EXPERIENCE	ESSENTIAL	DESIRABLE
Relevant qualifications for working with and supporting clients who have addiction issues		*
Background in health and/or social care		*
Experience of communicating and working with outside agencies and/or healthcare clinicians		*
Proven ability to establish and maintain information systems, keep accurate records	*	
Experience of computer use including Microsoft Word, Excel and Outlook	*	
KNOWLEDGE, SKILLS & ABILITIES	ESSENTIAL	DESIRABLE
Ability to deal patiently, sensitively and in a non-patronising way with all people e.g. service-users, staff, volunteers, visitors and external agencies.	*	
Good communication skills, orally and in writing	*	
Ability to work independently but also as part of wider staff team	*	
Ability to plan and prioritise your own workload, including setting and meeting deadlines	*	
Ability to operate effectively under pressure	*	
Good problem-solving skills	*	
Ability to build healthy positive relationships with outside services, such as GPs/pharmacies	*	
Understanding of issues faced by those recovering from addiction	*	
Ability to relate professionally and with kindness with service-users, including setting clear boundaries	*	
Ability to communicate on a one-to-one basis and with groups (staff and service users)	*	
OTHER REQUIREMENTS	ESSENTIAL	DESIRABLE
Current driving licence	*	

Demonstrated commitment to the Christian faith and able to support the Yeldall Basis of Faith, Ethos Statement and values	*	
A committed Christian faith with the ability to encourage others in their Christian walk	*	
Demonstrated commitment to upholding and promoting equal opportunities	*	
Proactive in dealing with problems	*	
An approachable, flexible and caring relational style	*	
High personal and professional standards	*	
Ability to recognise and deal with stress	*	
Commitment to enabling service users to gain more control over their lives	*	
Able to travel off site (e.g. GP surgery/dentist/pharmacy)	*	