



Job Description

Job Title:	Clinical Administrator
Job Grade:	A2
Reports to:	Clinical Administration Team Lead
Direct reports:	N/A
Clearance required:	Enhanced DBS
Key stakeholders:	Clinical team, internal teams, external stakeholders e.g. pharmacists and service users.

Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Job Purpose

To provide clinical administrative services, data management and support to the clinical team.



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Key accountabilities:

1.	Provide clinical administration and secretarial support to the clinical team.
2.	Provide cover and support at all hubs as required, including across site working.
3.	Rearrange clinics and generate bridging prescriptions when the service experiences unplanned prescribing clinician absence.
4.	Prepare prescriptions strictly adhering to protocol and procedure. Management of daily clinical task and prescription queries.
5.	Manage and audit central store of prescriptions, stocks, equipment and supplies securely in line with appropriate policy, and ensure appropriate stocks of prescription forms are available to clinicians (including the appropriate logging of forms in and out).
6.	Ensure clinical rooms remain stocked with all required supplies, equipment and client information and meet CQC requirements (including cleanliness). Ensure all stock and equipment is in date and recorded appropriately.
7.	Manage all appointments and rotas, including sourcing cover for holidays and sickness and arranging clinics with locum prescribing clinicians.
8.	Management of the Emergency medication box and Emergency checks on site. Ensuring all stock is in date and box is stocked to minimum requirement.



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9.	Ensuring the cold chain policy and procedure is followed.
10.	Calibration of all clinical equipment on site. Ensuring calibration procedure is adhered by and clinical stock is calibrated and working efficiently.
11.	Arrange secure transport of prescriptions and pathology specimens as required.
12.	Follow the pathway of test requests and referrals, ensuring effective completion, processing receipt of Service User results in accordance with protocol
13.	Act as a chaperone during clinical consultations as required.
14.	Follow systems for maintaining the clinical waste.
15.	Prepare letters, reports and forms to support the clinical and administrative management of the Service User's care and service delivery.
16.	Handle enquiries, including complex queries from Service Users and outside agencies appropriately
17.	Update and maintain the client database, including data validation relating to clinical targets and producing reports.



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18.	Manage minor computer system faults and failures, that impact the clinical team and the service delivery. Take responsibility for the running of the clinical SystemOne down process, organising and overseeing an action plan on site during this system fault/failure.
19.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework .
20.	Keep abreast of policy and professional development within your area of professional expertise.
21.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



Person Specification

Technical/ Professional Qualifications	Essential or Desirable
Educated to GCSE level incl. Maths and English	E
NVQ Level 2 Business Administration	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E
Excellent accurate typing skills	E
Ability to use MIS	E
Ability to organise and prioritise an increased workload	E



Person Specification

Ability to work as a member of a team	E
Knowledge/ Previous Experience	Essential or Desirable
Experience of managing data or of recording & retrieval of complex information	E
Experience of handling client/customer and professional complex enquires	E
Experience working in a confidential environment	D
Experience of preparing prescriptions in consultation with clinicians	D

Experience of working within a clinical team alongside medics and clinicians.	D
Knowledge of Health & Safety issues	D
Competencies	
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opprtunities.



Person Specification

Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
Safeguarding training required on start (not to be measured in the R&S process).	

Appendix – Task Information

- Monitoring clinical ledgers and appointments, proof reading and generating GP letters. Scanning and general administaion related task.



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- Triaging, prioritising clinical queries and actioning appropriately. Liaising with the prescribing clinician e.g. dose changes, supervision reviews and bridge prescriptions etc.
- Daily fridge readings and weekly data logger reports. Ensuring on site fridge is stocked with vaccine. Vaccine ordering and stock management also.
- Entering and processing clinical results, as well as chasing results from external.