



Job Title:

Clinical Administrator and Scheduler

Dept:

Clinical

	Essential	Evidence
<p>A: EDUCATION QUALIFICATIONS AND TRAINING Level of education, specific qualifications, specialised training, training requirements for the job)</p>	<p>Essential</p> <ul style="list-style-type: none"> GCSEs (Level 4/C - Maths and English) equivalent qualifications or relevant experience which demonstrates equivalent academic skills. Experience in an administrator role. <p>Desirable</p> <ul style="list-style-type: none"> Willingness to undertake training required to enable further development in the role/function Plan day experience HEMSbase experience Admin qualification. 	<p>Application Form</p> <p>Certificates</p>
<p>B: EXPERIENCE (Length, type and level of work-related experience)</p>	<p>Essential</p> <ul style="list-style-type: none"> Experience of working with colleagues at all levels. Experience of working with confidential and sensitive information where discretion is required. Experience of a role where customer service is key to service delivery. <p>Desirable</p> <ul style="list-style-type: none"> Previous experience of managing rotas and service delivery staff Experience of working within the charity sector. Experience of working within the healthcare sector. 	<p>Application Form</p> <p>Certificates</p> <p>Interview</p>



<p>C: SKILLS KNOWLEDGE ABILITIES (Range and level of skills, depth of knowledge required for the job)</p>	<p>Essential</p> <ul style="list-style-type: none"> • Excellent communication skills, both verbal and written. • Accurate data entry skills. • Ability to problem solve and formulate plans to overcome difficult situations. • Ability to communicate complex information across professional boundaries. • Good listener. • Ability to maintain confidentiality. • Good numeracy and literacy skills. • Understanding of audit and governance procedures. • Computer literate to a high standard, including the use of all Microsoft packages. • Ability to effectively communicate complex information to staff at all levels via telephone/e-mail and in person. • Ability to interpret basic data, highlighting issues and risks. • Able to produce accurate reports from the rostering software to meet deadline. • Work in partnership with internal and stakeholders. 	<p>Application Form</p> <p>Interview</p>
<p>D: APTITUDES AND ATTRIBUTES (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales)</p>	<p>Essential</p> <ul style="list-style-type: none"> • High organisational and professional standards and compliance. • Reliability and commitment. • Honesty and Integrity. • Self-motivated and enthusiastic. • Self-disciplined. • Excellent interpersonal skills. • Flexible. • Ability to prioritise workloads. • Ability to work autonomously and part of a team. • Able to multi-task and keep calm under pressure/ • Excellent attention to detail. • Able to prioritise workloads. 	<p>Interview</p> <p>References</p>



<p>E: OTHER JOB REQUIREMENTS (Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence)</p>	<p>Essential</p> <ul style="list-style-type: none"> • Basic DBS check. <p>Desirable</p> <ul style="list-style-type: none"> • Driving licence. 	<p>Application form</p>
<p>F: PERSONAL QUALITIES AND VALUES</p>	<ul style="list-style-type: none"> • RECEPTIVE - We define success as continuous improvement and aim for excellence in our lifesaving services and community projects • RESPECTFUL - we are a community-based organisation with a 'one team' culture that embraces and encourages honesty. • RESPONSIBLE - we aim to create the best possible future for everyone and strive to place sustainability at the heart of everything we do. • RELEVANT - we are open to new ideas and ways of working, across our clinical and charity operations, providing total transparency to all stakeholders. • RECOGNITION - we value our relationships - with staff, supporters and the wider communities we serve - working together to achieve the best possible patient outcome. 	<p>Application form</p> <p>Interview</p> <p>Reference</p>

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties