

JOB DESCRIPTION

Job title	Clinical Administrator
Department	Substance Misuse
Reports to	Senior Administrator
Grade	2

Job purpose	An organised administrator to provide safe management of prescriptions for service users. To assist in delivering TP's Substance Misuse strategy by planning and providing high quality service which reflects our person centred values and the high levels of ambition we have for the recovery of the individuals for whom we provide support.
Key accountabilities	<p>Providing a comprehensive Clinical Administration service in line with Turning Point's Clinic Administration Policy and Procedures, including:</p> <ul style="list-style-type: none"> + Ordering of Prescriptions + Safe management of prescriptions + Setting up and maintaining individual prescribing records on the relevant electronic client record system (ECR) + Printing of client prescriptions + Completing of Patient Prescription Records (PPR) + Generating and sending GP letters + Smooth organisation of prescribing clinics + Posting by recorded delivery of prescriptions to pharmacies and confirming receipt of the prescriptions with the pharmacy according to Management of Written Prescriptions Procedure + Pharmacy liaison, where appropriate + Maintaining an up to date signature list of all prescribers with the team and sending to community pharmacies on a quarterly basis using the sample signature letter and when a new prescriber joins the team. + Maintaining all files in an orderly and up to date manner meeting Turning Point's internal standards and external regulatory requirements where applicable <p>General administration including:</p> <ul style="list-style-type: none"> + Undertaking ad hoc office duties such as minute taking, photocopying as and when necessary + Ordering stationary, supplies and equipment as appropriate to the office's need gaining approval for expenditure in line with Turning Point's procedures + Data entry of client information into Electronic Client Record (ECR) system. + Ensuring timely and accurate provision of support + Dealing politely with all customers whilst remaining within procedures + Highlighting and referring any decisions required outside the scope of this profile

	<ul style="list-style-type: none"> ✚ Participating in training and development opportunities as agreed within the Performance Management process ✚ Taking responsibility for own self development ✚ To agree and work towards objectives to improve performance ✚ To review own performance and development needs by actively participating in supervision and appraisal processes ✚ To undertake training and other development activities to facilitate personal and professional development ✚ To uphold Turning Point Key Values ✚ To undertake other responsibilities reasonably requested by the line manager as appropriate to the area of responsibility, including involvement in general office management, including premises maintenance and housekeeping, Fire Warden, health and safety issues etc 	
	Ensure that the agreed quality objectives are met by prioritising, planning and organising own workload with reference to caseload plans agreed with your Senior Administrator/Team Leader.	
	Contribute to effective financial management in own role by carrying out day to day activities and making workplace decisions that reflect an understanding of costs.	
	Contribute to SM's growth and business development plans by being an advocate for Turning Point to clients, their families, stakeholders and other external contacts and partners through delivering on commitments and presenting TP in a positive image.	
	Observe Turning Point's information management strategy by;-	
	<ul style="list-style-type: none"> ✚ Ensuring all data and information relating to own clients is accurate and shared in the appropriate way with key stakeholders. ✚ Inputting outcomes data and other information into corporate systems in accordance with stated policies and procedures. 	
	Carry out day to day tasks in accordance with stated policies, procedures and regulations to assist the service achieve its compliance obligations.	
	Assist the effective flow of information within the team, with managers and external parties by passing on and seeking information required, raising unresolved concerns and taking an active interest in TP's internal communications.	
	Deliver on role performance commitments and seek to maximise own learning and potential, by seeking guidance, support, coaching and training and capitalising on the range of development opportunities provided by Turning Point in accordance with your Skill Profile.	
	Help the service to optimise its performance by making full use of and highlighting/suggesting improvements for the management of IT, facilities and other physical resources that impact on the day to day provision of services to clients.	
	Project the desired image of Turning Point by;-	
	<ul style="list-style-type: none"> ✚ Understanding and promoting TP's values and their application to Substance Misuse. ✚ Demonstrating our values through your own day to day behaviour. 	
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.	

Dimensions	Direct reports	None
	Total staff overseen	None

	Internal contacts	Team Leader/Senior Administrator. Managers, Recovery Workers and clinical staff.
	External contacts	Partner agencies and suppliers.
	Planning horizon	Short term planning of own work in accordance with plans agreed with more senior staff.
	Problems solved	Prescribing queries and data issues with input from managers and clinicians when appropriate.
	Financial authority	To deliver role with an understanding of financial constraints.

PERSON SPECIFICATION

Job title	Clinical Administrator	
Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none">• Proven verbal and written communications that can be modified to different situations• Collaborative team working skills• Adaptable and resilient to work in a changing and challenging environment• Ability to deliver against agreed goals, targets and outcomes.	
Technical effectiveness	<ul style="list-style-type: none">• Good numerical and analytical skills• Ability to use Microsoft office applications to an intermediate standard• Good written and oral communication skills• Customer focussed approach to both internal and external customers• Ability to work under pressure and meet deadlines	Desirable <ul style="list-style-type: none">• Experience of work in a similar setting within the Social Care sector