

Job title	Administration Team Leader
Department	Substance Misuse
Reports to	Clinical Manager/Operational Manager
Grade	Grade 4

Job purpose	<p>Supervise and support the smooth running of own specific area in keeping with regulations and Turning Point's policies and practices in order to provide efficient and high quality service</p> <p>To manage a comprehensive administration service by working closely with the Clinical Manager, Senior Operations Manager and, where appropriate, partner agencies</p>
Key accountabilities	<p>To provide a high quality service by:</p> <ul style="list-style-type: none"> Managing the Clinical Admin team and functions to a high standard Ensure effective administrative support to the service with specific focus on a safe and effective clinical administration process] Provide general administrative support to the leadership team including minute taking, booking meetings, file storage and timely ordering of goods and services. Ensure high quality communications to external agencies, in particular GPs, on behalf of Clinicians. Participating and utilising management information and data collection systems as appropriate <p>To abide by Turning Point's policies and procedures at all times, ensuring any variances identified are referred to the line manager by:</p> <ul style="list-style-type: none"> Ensuring that regulations are adhered to, act as point of escalation for routine and ad hoc queries Managing the development of policies within own business area, based on own detailed technical knowledge <p>To ensure required resources and systems are available to assist the smooth running of the Services by:</p> <ul style="list-style-type: none"> Identifying and implementing improvements in the clinical administration processes and procedures Work closely with clinical and operational staff locally and national pharmacy staff to identify the most effective and efficient admin processes in service Ensure prescriptions are generated, stored and distributed safely and in line with policy and procedure Maintain Service asset register Supporting the delivery audits under direction of Clinical Manager <p>To provide support to Clinical Administrative staff by:</p> <ul style="list-style-type: none"> Leading team meetings Managing the induction, training, management and supervision of Clinical Administration staff. Providing assistance and advice to colleagues to ensure work is completed

	to the highest standards
	To continuously review own performance and development needs by:- <ul style="list-style-type: none"> Agreeing own task and development objectives and reviewing these and overall performance in OPR meetings Managing training and other development opportunities as agreed
	To ensure an effective customer service is provided and communication systems are coordinated across all aspects of the district enabling effective management of client progression through the care pathway including progression into specific programmes by:- <ul style="list-style-type: none"> Produce joint reports with partner agencies relating effectiveness when required Manage information sharing protocols in line with the service partnership Manage service audits for both IQAT, H&S and external auditors
	To manage the administration of the service by: <ul style="list-style-type: none"> Manage appropriate systems to manage information requests, EG GP letters and communications, Manage the smooth running of clinical sessions and the administration of all clinical requirements Work alongside the management team to prepare for CQC and internal audits Managing local petty cash provision, ensuring accurate information is provided to central finance Ensure invoices are processed and paid in a timely manner
	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	Clinical Administrators
	Total staff overseen	4-7
	Internal contacts	Senior Operations Manager /Clinical Manager Hub managers, clinicians
	External contacts	Pharmacies, GPs.
	Planning horizon	Short term planning of own work agreed with senior staff.
	Problems solved	Service presenting issues with input from SOM and OM when appropriate. Making independent decisions on client interactions within agreed policies, processes and procedures.
	Financial authority	To deliver role with an understanding of financial constraints.

PERSON SPECIFICATION

Job title	Administration team leader	
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 • Highly organised and efficient 	<ul style="list-style-type: none"> • Coaching skills to support successful outcomes
Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • Demonstrable skills and knowledge in assessing risk presented by clients to themselves and others • Advanced minute taking skills <p>Experience of computerised systems, advanced knowledge of Excel</p> <ul style="list-style-type: none"> • Good working knowledge of Databases, including Access • Good working knowledge of Microsoft Office suite • Experience of performance monitoring • Good communication skills with staff at all levels • Excellent report writing skills • Excellent organisational abilities, able to manage a complex workload • Able to work as part of a team • Adaptable and able to work in challenging and changeable environment • Customer focussed approach • Ability to work under pressure and deliver to deadlines • Experience in supervising a small team where appropriate to the role • Relevant qualification in relation to Business Administration. • Experience in supervising a staff team who have varied roles 	<ul style="list-style-type: none"> • Access to own vehicle and willing to use it for work purposes