**Health Improvement and Administration support Officer**

**Location: Central London Office, SW1V 1AD**

**Reports to: Programme Manager**

**Working with: Internal Screening team, patients, GP’s, External colleagues within supporting organisations, Internal InHealth Colleagues, stakeholders**

**Introduction:**

We are looking for a Health Improvement and administrator support officer to be point of contact for clients, key stakeholders and to provide health promotion and administrative support for the London and East Surrey AAA (Abdominal Aortic Aneurysm) Screening Programme.

**What you will do:**

* Within a team, provide administrative support to the London and East Surrey AAA Screening team
* Support the team, by ensuring a robust pathway is in place for our screening patients
* Build good working relationships with your colleagues and external stakeholders
* Support uptake and other incentives to drive key KPI’s
* Understand the AAA pathway to highlight the effectiveness of the programme
* Understand IT (SMaRT) infrastructure to maintain the booking system
* Promote and lead Health Promotion activities within AAA Programme

**What you are responsible for:**

* To work, sometimes unsupervised, within the screening office, prioritising workloads to ensure best practice in terms of quality and efficiency.
* To operate the Screening Management and Recall Tracking (SMaRT) software effectively on a daily basis.
* To deal with telephone queries from a variety of sources, advising and informing clients who may be anxious and potentially aggressive.
* Completion of Screening Audits
* Work closely with local authority public health and community development teams on promotional activities and campaigns that will lead to improvements in uptake and coverage within areas of deprivation.
* To implement, coordinate and arrange the professional and patient engagement structures/forums required to support effective engagement in the programme, including the service user forum, partner forum and local learning disability support forum.
* To liaise with local learning disabilities support organisations to better understand their specific needs and encourage equitable uptake among eligible patients in this group.
* To generate and document automatic booking of appointments both under agreed protocols and by liaison with the Screening Programme Manager.
* To reschedule in accordance with clients’ requests, and to maintain targets by filling cancelled appointments where possible.
* To support minor client complaints and escalate more serious complaints through the appropriate channels.
* To process, authorise and produce results letters and ensure these are dispatched to GP surgeries within defined timescales.
* To collaborate with the Screening Programme Manager in compiling and checking quarterly and annual statistical returns to NHS England to allow them to monitor the performance of the screening programme.
* To assist in the training and mentoring of new A&C staff under the direction of the Screening Programme Manager.
* To respond to a varied range of demands from diverse groups of clients and deal effectively with any unreasonable or unacceptable requests.
* To liaise with staff working at all levels in other departments within the Trust and within primary care.
* To retrieve client data using XRM and NHS National Care Records.
* To deal with daily correspondence, and distribute as appropriate, including letters returned as undelivered by the Post Office which need to be highlighted to primary care staff.
* To liaise with the National Screening Programme staff, General Practitioners, Practice Managers, Consultants, and other relevant Trust staff.
* To undertake reception, telephone and other clerical support tasks.
* To ensure a safe working environment and report hazards promptly.
* To maintain compliance in all aspects of the Mandatory training requirement
* To ensure adequate stationery and clinical consumables stock levels are maintained and order, as appropriate.
* To carry out any other duties appropriate to the grade as may be delegated.
* Maintain an efficient and effective appointment and invitation system to ensure all eligible subjects have the opportunity to be screened.
* To be prepared to work autonomously to achieve the above.
* Defer to the AAA Screening Programme Manager for any issues outside the scope of the role
* Act at all times in accordance with local policies and procedures.
* Attend meetings in the absence of the deputy programme manager or programme manager where health promotion is on the agenda
* Working with communication and branding team at InHealth to support social media activities which drive uptake and awareness of the AAA Programme

This is not a restrictive list of duties and all members of InHealth may be required to carry out additional tasks within their capability. All members of staff are required to participate in appraisals, self-development, mandatory and statutory training.

**What people see in you:**

* A team player who is supportive, reliable and trustworthy/who gets stuck in and creates a positive atmosphere
* A person who naturally instils confidence in everyone they work with
* Someone who thrives on and is calm in challenging situations
* Working well under pressure
* A person who makes good decisions
* Someone who is approachable, dedicated and hardworking
* A great communicator at all levels, handling pressure
* A positive influence on their work
* A creative thinker

**You will:**

* Attention to detail and producing high quality work
* Good Customer care and showing empathy to our patients
* Think outside of the box when it comes to making improvements in the way you work
* Be confident, independent and a problem solver
* Be skilled at using Microsoft Office and ability to type
* Good communication skills – written, verbal and listening

**You have experience of:**

* Microsoft office packages
* A minimum of GCSE English and Maths
* Experience of working with healthcare systems
* Ideally, from a healthcare background
* prioritising of workload in order to meet deadlines