



NIGHTINGALE HOSPITAL
LONDON

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Join our team and make a
difference

JOB TITLE: Clinical Administrator

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Location: Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

Department: Nursing

Salary: £28,000 per annum inclusive of London Allowance

Working hours: 37.5 hours per week

Closing date:

Please note that interviews may take place prior to the advert closing as and when suitable applications are received. If a suitable candidate is appointed the role may close early, therefore please do not hesitate to submit your application.

About us

Nightingale Hospital is the only private mental health hospital in Central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including eating disorders and addictions. Conveniently located, we are a two-minute walk from Marylebone main line and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by international medical group Orpea, delivering the full spectrum of psychiatric care, high quality care home and rehabilitation services across the globe.

About the role: Clinical Administrator

Your purpose is to work as an active member of the team, in collaboration with the Ward Managers, providing an efficient administrative service for the Hospital overall and more specifically the nursing departments. To support in the delivery and monitoring of the clinical services and objectives of the hospital. You will also work in partnership with a second Clinical Administrator covering and supporting each other in a dynamic way and working as a team.

The position will require an enthusiastic attitude and readiness to learn, and we are particularly looking for someone with a keen eye for detail as the role is very much focused on compiling evidence required for registration and compliance.

Position in organisation

Reporting to and supported by the Ward Managers/Hospital Director, this role is key in driving the regulatory environment and adherence to group guidelines and protocols. The Hospital Director sits on the Hospital Senior Management Team Board.

Key tasks/Scope of the role

- Nursing Management Support
- Clinical Governance & Regulatory Compliance
- Training
- Supervision
- Payroll
- Other

1. Nursing Management Support

- 1.1. To maintain an effective administration system to meet the needs of the nursing department and clinical services.
- 1.2. To assist the Ward Managers and Clinical/Nursing staff in registering booking staff returns and submissions.
- 1.3. To maintain data on agency nurses to support the managers in maintaining of revalidating data.
- 1.4. To have a good understanding and ability to monitor the implementation of the MHA.
- 1.5. To assist the Ward Managers with the input of data on staffing/leave/absence and to comply with the payroll system.
- 1.6. To support clinicians in ordering of stock.
- 1.7. To assist in meeting minute taking as scheduled in by the hospital.
- 1.8. To support in the Ward inductions with the view to buddy new employees. To support in various projects.

2. Clinical Governance & Regulatory Compliance

- 2.1. To assist in compiling evidence required for registration and compliance.
- 2.2. To administer and maintain the evidence database & monitor the completion of action plans.
- 2.3. To participate in the annual audit programme.
- 2.4. To provide reports for Clinical Governance/Care Quality Monitoring as required.
- 2.5. To assist in reports and data collection for corporate requests
- 2.6. To provide Mental Health Act administration function (training will be provided)

3. Training

- 3.1. Assist in the logistics of the delivery of the mandatory training programme (cover); logging and evidencing attendance and setting up specialist instructors.
- 3.2. Assist in the logistics of the delivery of any specialist training programmes; logging and evidencing attendance and setting up specialist instructors.

4. Supervision

- 4.1. Take full ownership of the Clinical Supervision monthly logs and report back the numbers to the ward managers monthly.
- 4.2. 95% of Clinical Supervision to be completed each month. These findings should be shared with the Hospital Director monthly.

5. Payroll

- 5.1. Ensure that the relevant time sheets are processed in a timely manner

6. Other

- 6.1. To demonstrate an awareness of customer care and present a polite, courteous and helpful attitude when dealing with staff, patients and relatives.
- 6.2. To participate in training and development so that skills are continually reviewed and updates.
- 6.3. To ensure that mandatory training is undertaken and recorded.
- 6.4. To participate in the appraisal process in line with the hospital policy.
- 6.5. To undertake all general administrative duties to support the department.
- 6.6. To ensure all general administrative duties to support the department.
- 6.7. To ensure that confidentiality is maintained at all times in accordance with the company policies.
- 6.8. To be responsible for reading, understanding and complying with all relevant policies and procedures.
- 6.9. Occasional cover of the reception desks
- 6.10. Management of patient files, debulking and arranging systematic and organised archiving
- 6.11. Manage the stationary inventory, ordering, distribution and overall budget

Confidentiality

Staff members have a legal duty of confidence to patients. Any employee disclosing confidential / patient records or information to any unauthorised person or persons will render the employee subject to disciplinary action, which may result in dismissal.

Additional information

To be aware of and adhere to:

- Health and Safety at Work Act.
- Hospital policies and guidelines.
- Disciplinary/Grievance Procedure.
- Fire Action Policy.
- No Smoking Policy.
- To read and sign all policies issued to the department in accordance with the Health & Social Care Act 2008.

This list is not to be regarded as exclusive or exhaustive as there may be other duties and requirements associated with the post which you may be called upon to perform from time to time. The range of duties is subject to modification in order to embrace changing service demands.

Who we're looking for

	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> ✓ 5 GCSE's or equivalent Grade C or above (must include English) 	
Experience	<ul style="list-style-type: none"> ✓ Experience of working with computer-based systems pertaining to information management 	<ul style="list-style-type: none"> ✓ Proficiency in computer skills including Microsoft Office ✓ Mental Health Act administrator experience
Skills and Knowledge	<ul style="list-style-type: none"> ✓ Good English communication skills both verbal and written ✓ Excellent computer literacy skills ✓ Ability to work as part of a team ✓ Good problem solving/decision making skills ✓ Good interpersonal skills ✓ Readiness to accept direction 	<ul style="list-style-type: none"> ✓ Ability to investigate and follow systems in managing clinical information ✓ Knowledge of Mental Health Act
Quality and attributes	<ul style="list-style-type: none"> ✓ Professional attitude, Flexibility, Good interpersonal skills, Leadership skills. Ability to demonstrate assertiveness, tact and diplomacy appropriately. ✓ Enthusiastic, Self-motivated, Proactive and Flexible 	<ul style="list-style-type: none"> ✓ Ability to contribute to developing nursing excellence within teams.
Motivation	<ul style="list-style-type: none"> ✓ Desire to work in the area of Healthcare ✓ Able to work on own initiative ✓ Ability to prioritise tasks ✓ Commitment on multi-disciplinary working ✓ Flexibility in approach to work 	<ul style="list-style-type: none"> ✓ Willingness to undertake additional duties, based upon departmental needs of the service
Impact	<ul style="list-style-type: none"> ✓ Ability to present self in a confident manner ✓ Ability to accept and act on management guidance ✓ Readiness to accept direction 	

Nightingale Hospital reserves the right to vary these duties from time to time or require the job holder to undertake additional duties within their general scope of qualifications, skills and experience.

Company benefits

To reward the hard work of our fantastic colleagues, we offer an excellent benefits package as per the below:

- 25 days' holiday increasing up to 30 days for long service plus bank holidays*
- A, 'refer a nurse scheme' paying £2000 per successful recruit *
- Opportunities for continuous professional development (CPD) and training
- Generous Company pension scheme with **The People's Pension**
- 100% of NMC registration renewal paid (subject to meeting the criteria)
- Generous Company sick pay*
- Annual staff bonus (discretionary)
- Interest Free Travel Loan scheme *
- Free life assurance cover (4 x salary)
- On-site restaurant with subsidised staff meals at breakfast, lunch and dinner
- Employee Assistance Programme
- An extensive **Perkbox** staff benefits package, offering a comprehensive range of discounts and access to well-being apps
- Free eye tests and contribution towards the cost of glasses (if required)
- Long service recognition*
- Enhanced maternity/paternity pay*
- Long-term disability insurance*

Subject to T&Cs

Requirements for all staff

Health and safety: It is the responsibility of all employees to work together to achieve a safe environment, and to take reasonable care of themselves and others. Of particular importance is reporting all potential risks, incidents and complaints. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

Equality and diversity: It is the responsibility of all employees to support the vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment. All employees have the right to be treated with dignity and respect at work, and the Hospital will do all it can to ensure this happens through the implementation of and compliance with Equality & Diversity Policies.

Confidentiality: In the course of your employment employees will have access to confidential information of a personal and/or clinical nature, including information relating to the hospital patients, employees and other parties. Such information must not be used for the employees' personal benefit, nor disclosed to other persons without consent of the party concerned unless required by law to do so. This applies both during and after the termination of employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

Performance appraisal and development: The hospital is committed to providing a high-quality service through the effective management and development of its employees. All employees should be dedicated to providing a quality service and Performance Appraisal is of assistance to both employees and managers in allowing comparison between the standards achieved with the standards expected. Appropriate measures can be agreed, and any deficiencies rectified through identification and delivery of personal development needs. In addition to the continuous cycle of performance management, of a formal and informal nature, all employees will receive a formal appraisal of their work, development needs and a review of their thoughts and aspirations on an annual basis.

Statutory and mandatory training: It is the responsibility of the individual employee to ensure that all required statutory and mandatory training is undertaken as necessary.

Safeguarding children and vulnerable adults: This is a regulated position and the post holder will be subject to an enhanced Disclosure & Barring Service check upon appointment, and every 3 years thereafter.

Infection Prevention Control: The hospital has designated the prevention and control of infection and the full implantation of the Code of Practice (2008) as a core component in the organisations clinical governance, managing risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique, be aware of and follow Infection Control guidelines and procedures relevant to their work, participate in mandatory training and annual updates. Protecting patients from infection is everyone's responsibility.

Rehabilitation of Offenders Act 1974: This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

Data protection: As an employer, the hospital needs to keep information about all employees for purposes connected with their employment. The type of information held includes information for payroll purposes, references, contact names and addresses and records relating to employment. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which is held will be for management and administrative use only, but the hospital may need to disclose some information we hold about employees to relevant third parties (e.g. Inland Revenue).

Records management and quality: Employees are legally responsible for all records that they gather, create or use as part of their work and they remain the property of the hospital. This includes patient, financial, personal and administrative records, whether paper based or on computers. All such records are considered public records and employees have a legal duty of confidence to all service users. Employees should consult the Records Management Policy and ask for guidance from their manager if they have any doubt about the correct management of records with which they work. All employees have a responsibility to ensure information quality standards are maintained.

Information security: Under the provisions of the Data Protection Act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. E-mail messages, any files stored on the networks or on equipment and usage of the Internet, and computer systems, irrespective of whether these related to personal use. Access and usage of computers must be in accordance with hospital policies. Safe haven procedures are to be used for all electronic transfers of personal data. This is in order to protect patients and staff, and the hospital's reputation and to ensure that it complies with the law and other relevant guidelines.

Smoke-free policy: The hospital operates a Smoke-free policy, except in designated areas. This means that smoking is not permitted anywhere within owned or leased premises, including within grounds unless designated as a smoking area. In the interests of promoting responsible healthcare, all staff are to refrain from smoking when off-site in uniform or wearing an identifying badge in any public place. The policy also applies to all staff employed at any location they may work, whether within or external to the premises. The policy contains further details including support facilities.

COVID-19 update: At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst still remaining safe. All procedures have been evaluated and retrospectively restrictions have been implemented in line with the Hospitals Infection Control Protocol.

Nightingale Hospital is an Equal Opportunities Employer and ensures equality of opportunity in recruitment, promotion, pay, benefits and training by adopting and following practices that are free from unfair or unlawful discrimination.

All appointments are subject to receipt of a satisfactory Disclosure & Barring Service (DBS) Certificate and pre-employment checks.

Further details

To find out more or have an informal chat please contact the Human Resources Team, on 02075357701 or via email hrenquiries@nightingalehospital.co.uk. Alternatively, to apply please send your CV to careers@nightingalehospital.co.uk.

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I confirm that I agree to the details of this job description as outlined above:

Full name:

Date:

Signed: