



## **Recruitment Pack**

### **Safeguarding Administrator**

37.5 hours over 5 days

Permanent

Dear Candidate

I am delighted that you have shown interest in joining our team.

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service and you will have a vital role to play as our Safeguarding Administrator.

Taking responsibility for the effective administration of our safeguarding services, you will be part of our Care Coordinator and Social Prescriber team. You will liaise with our clinical team and external stakeholders to provide a single point of focus for administrating safeguarding activities. Although not a patient facing role, the support you provide to the clinical team is essential to achieving the high standards of care we aspire to provide.

An experienced administrator, you will bring demonstrable ability to organise your activities, produce accurate reports and communicate effectively with multiple parties whilst upholding the highest standards of confidentiality. You should be IT-savvy, passionate about administration and extremely methodical. A background in safeguarding administration would be very useful but is by no means essential provided you have the focus and diligence we need. In return, we offer real responsibility and the opportunity to make an impact on the care we provide, plus plenty of scope for personal and professional development.

You will enjoy membership of the coveted NHS pension scheme, as well as 25 days annual leave (pro rata), generous NHS employee discounts, free parking and more.

If this is you, we would really like to meet you.

### **To apply**

- Provide an up to date CV and a supporting cover letter detailing how you meet the requirements of the role
- Indicate your availability for interview on Friday 15<sup>th</sup> July
- Applications are to be e-mailed to [soccg.livingwell-recruitment@nhs.net](mailto:soccg.livingwell-recruitment@nhs.net)

Thank you for your interest and we look forward to hearing from you.



Dave Barclay  
**Managing Partner (Non-clinical)**

## **About Living Well**

### **Our foundations**

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

### **Our reach**

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 10 GP Partners, as well as 18 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

### **Our vision**

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

### **Next generation**

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

### **Come and join us**

We are looking for an exceptional administrator who wants to embrace the changes in general practice and who values our aspiration to provide excellent service, always.

Come and talk to us, come and see what we are doing, come and join us.

## Job description & person specification

Job Title:	<b>Safeguarding Administrator</b>
Status:	Permanent
Salary:	£9.85 p/hr
FTE:	37.5 hrs over 5 days
Location:	Practices of Living Well PCN Southampton
Accountable to:	Care Coordinator / Process Lead
Team / Function	Care Coordination / Non clinical

## Job summary

The Safeguarding Administrator provides essential support to the delivery of our safeguarding services for our Primary Care Network (PCN). The purpose of the role is to effectively process and manage any inbound safeguarding administration requests including report preparation, coordination of meetings, taking meeting minutes and actioning safeguarding alerts. The Safeguarding Administrator will liaise with the Partnership Safeguarding Lead on progress and potential process improvements. The role also provides support to the PCN Patient Care Coordination function for patients where safeguarding is a concern.

## Duties and responsibilities

- Undertake effective, efficient, accurate and on-time processing of all inbound safeguarding data, including read coding and Paediatric Hospital DNA's as per protocol
- Prepare safeguarding reports accurately, completely, comprehensively and on time for GP review
- Coordinate clinician participation in and preparation of safeguarding meetings
- Maintain accurate records of the status of all safeguarding related requests
- Undertake effective administration activities including scanning, copying, taking meeting minutes and monitoring the safeguarding inboxes across our clinical systems
- Manage any safeguarding reporting requirements
- Undertake effective and appropriate communications to staff, patients and partners as directed in relation to safeguarding administration (internally and externally)
- Provide support to the care coordinator function for patients who have identified safeguarding needs
- Ensure that safeguarding alerts on patient records are in place and maintained
- Liaise with the Partnership Safeguarding Lead to identify, recommend and implement process improvements as required
- Ensure that reporting and systems are in place so that management is always fully apprised of the status of all safeguarding requests

- Ensure that information relating to patients, colleagues, other healthcare workers or the business of the Partnership is only divulged to authorised persons in accordance with the Partnership policies and procedures relating to confidentiality and the protection of personal and sensitive data
- Have a working knowledge of all systems used within the Partnership that support the clinical functions
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with team members, colleagues and other relevant stakeholders to meet patients' needs
- Effectively manage own time, workload and resources
- Maintain the protocols that detail the activities performed in the delivery of the role, presenting to line manager for approval of any key changes

#### Communication and working relationships

- Establish and maintain effective communication pathways with practice staff and external teams appropriate to the role

#### Other duties

- General practice is fast moving and therefore changes in 'employees' duties may be necessary from time to time
- The post holder will be required to undertake other appropriate duties according to the needs of the service, as requested by a manager

#### Travel

- The post holder may be required to travel to other practices within the Primary Care Network during their working day although this will be kept to a minimum where possible

#### Key results

1. Effective and efficient safeguarding administration activities are delivered on time, accurately and comprehensively at all times
2. Clinical involvement in safeguarding function is kept to expected level

It is a requirement of all staff that they are aware of and follow the Partnership's policies and procedures, with attention to patient confidentiality, health and safety, infection control, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

## Person specification

		Essential/ Desirable
Qualifications	<ul style="list-style-type: none"> <li>Educated to <u>at least</u> GCSE level, including English and Maths, or equivalent</li> </ul>	E
Experience/ Achievements	<ul style="list-style-type: none"> <li>Experience of computer systems and office applications</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of using computerised record systems</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of working in a team</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of working in the NHS</li> </ul>	D
	<ul style="list-style-type: none"> <li>Knowledge of Safeguarding Administration activities</li> </ul>	D
	<ul style="list-style-type: none"> <li>Experience of patient workflow, read-coding and clinical document scanning</li> </ul>	D
	<ul style="list-style-type: none"> <li>Knowledge of quality systems and key performance indicators</li> </ul>	D
Aptitudes Teaching and training	<ul style="list-style-type: none"> <li>Accurate word processing skills and document presentation</li> </ul>	E
	<ul style="list-style-type: none"> <li>Excellent attention to detail</li> </ul>	E
	<ul style="list-style-type: none"> <li>Excellent organisational skills</li> </ul>	E
	<ul style="list-style-type: none"> <li>Good verbal and written communication skills</li> </ul>	E
	<ul style="list-style-type: none"> <li>Computer literature</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to work on own initiative but in line with agreed policies and procedures</li> </ul>	E
Attitude/ Commitment	<ul style="list-style-type: none"> <li>Personal commitment to the values, vision and objectives of the Partnership</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to work under pressure</li> </ul>	E
	<ul style="list-style-type: none"> <li>Able to work for the benefit of the team</li> </ul>	E
	<ul style="list-style-type: none"> <li>Reliable and flexible</li> </ul>	E
Practical and personal qualities	<ul style="list-style-type: none"> <li>Evidence of continual professional learning and development</li> </ul>	E

### Salary & remuneration

<b>Position</b>	Safeguarding Administrator
<b>Normal Work location</b>	The practices of Living Well PCN Southampton
<b>Remuneration</b>	£9.85 p/hr
<b>Hours of work</b>	37.5 hours over 5 days
<b>Annual Leave</b>	25 days per annum plus bank holidays, pro rata
<b>Pension</b>	NHS pension scheme

### Application & interview dates

<b>Closing date for completed applications</b>	Midnight on Sunday 10 <sup>th</sup> July
<b>First Interview</b>	Friday 15 <sup>th</sup> July
<b>Second Interview</b>	TBC

If you have any queries please contact the recruitment team on [soccg.livingwell-recruitment@nhs.net](mailto:soccg.livingwell-recruitment@nhs.net)