Purpose of role: This is an exciting opportunity to fulfil a key position with the Simplify Health team in one of its 3 ‘One Stop’ referral management and clinical triage ‘One Stop’ centres. The purpose of the One Stop is to work closely with and add value to the local NHS services, enabling children and young people to access the right care, in the right place and at the right time. The CFHS One Stop provides this service for Children & Family Health Surrey (CFHS); the county wide NHS partnership for community health services, covering approximately 290,000 Children and Young People across Surrey.

This role is part of the team responsible for helping to effectively manage the smooth processing of incoming and onward referrals for CFHS, and you will be central to ensuring that the administrative processes in place fully support an efficient, timely and customer focused experience. You will liaise closely with a range of other teams both within the CFHS partnership and external partners (e.g., referrers and service users/relatives) to ensure that the One Stop runs as smoothly as possible.

Key responsibilities & accountabilities:

▪ Fulfilling the key administrative processes for referrals received by the One Stop, including ensuring that all relevant data is entered and correct to agreed quality standards.
▪ Where required, communicating with the referrer or the service user/parent/carer as appropriate.
▪ Presenting as professional and courteous to all service users, relatives, referrers and staff (both internal and external to Children & Family Health Surrey).
▪ Responding to basic queries and accurately conveying messages, sorting both internal and external post/emails/calls, etc. where required.
▪ Communicating clearly and politely at all times, in writing or by telephone as required, when assisting with enquiries, including where there may be barriers to understanding.
▪ Ensuring security/verification protocols are appropriately used to safeguard person identifiable information.
▪ Ensuring that clinically validated appointments are booked appropriately and according to clinical priority on the appointments system.
▪ Using computer and IT packages in compliance with NHS and Simplify Health policies and legislation, including EPR (Electronic Patent Records) and using and accessing multiple hardware and software systems simultaneously.
▪ Assisting with general typing, photocopying and collating papers and any other support required relevant to the level of the role.
▪ Assisting with the updating and administration of the Service Directory, including liaising with partners within and outside of CFHS as required.
▪ Helping with other One Stop tasks as reasonably requested by your Line Manager.
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<tr>
<th>Relationships, Resources &amp; Special Requirements</th>
<th>Measurements</th>
<th>Person Specification</th>
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<tbody>
<tr>
<td><strong>Key relationships:</strong> CFHS One Stop Team Manager, Voluntary and Community Sector, GPs, Education, Social Care, Acute Hospitals, Community Clinicians, Housing Providers and other key stakeholders. Other Administration team colleagues and professionals within Simplify Health and the partnership</td>
<td><strong>KPI themes</strong> CFHS One Stop KPI’s and personal objectives, to be discussed on commencement <strong>Behavioural Competencies</strong> Taking personal responsibility to deliver results, demonstrating resilience and drive in the face of ambiguity, uncertainty and complexity (Resiliency) Able to apply continuous improvement in all aspects of work (Ingenuity) Relationship development and working with others collaboratively to deliver results (Dignity &amp; Community) Maintaining the highest levels of confidentiality and ethical standards (Integrity)</td>
<td><strong>Essential</strong> Good standard of general education, for example GCSE or equivalent in Maths and English, demonstrating a good level of written English Excellent IT skills Experience of work requiring a methodical and organised approach, utilising excellent time management skills Able to make appropriate decisions where a referral to more senior staff is required Experience of working a customer focused environment and delivering excellent standards of customer service Experience working to own initiative Able to work as part of a team and share knowledge and skills as required <strong>Desirable</strong> Experience of working in a health care setting</td>
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<td><strong>Responsible for:</strong> No direct reports or budgetary responsibility</td>
<td><strong>Special requirements:</strong> N/A</td>
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Shortlisted applicants will be offered an interview at: Children and Family Health One Stop, SABP, 1st Floor, Dominion House, Woodbridge Road, Guildford, GU1 4PU.