



Royal Hospital for Neuro-disability Job Description

Job title:	Ward Administrator and Activities Coordinator
Department:	Goodman House (Wellesley and Wolfson Ward)
Salary grade:	Band 3: £26,889- £28,926 per annum (dependent on experience)
Hours:	37.5 hours a week
Responsible to:	Ward Manager
Behavioural Framework:	Employee

Scope

The RHN is an independent medical charity based near the River Thames in SW London. We are a leading Hospital nationwide, providing care and support to individuals with severe and complex neurological disabilities.

We are seeking a charismatic and dynamic individual to join the Royal Hospital for Neuro-disability (RHN) as a 'Ward Administrator and Activities Coordinator' in our Neurobehavioural service at Goodman House. This is a brand-new role offering the opportunity to make a significant, front-facing impact on our patients, residents, and visitors. Your primary responsibility will be to manage various administrative duties on the ward and coordinate activities that enrich the experience and wellbeing of our residents.

The RHN accommodates 230 patients and residents, with 40 individuals cared for in the Neurobehavioural service 28 of which are in Goodman House. This building comprises two units: Wellesley on the first floor, with 14 beds and disabled access, and Wolfson Ward on the ground floor, with 14 beds and access to a garden. We aim to create a lively and homely environment for our residents, including those who live here long-term and those undergoing behavioural rehabilitation.

This role is ideal for someone who is personable and enjoys interacting with a diverse range of people throughout the day, from staff and the multidisciplinary team to our patients and their families. As Ward Administrator and Activities Coordinator, you will have the opportunity to embrace this role and make it your own, implementing ideas and initiatives that enhance patient-centred care.

The Royal Hospital for Neuro-disability (RHN) is one of the oldest independent hospitals and medical charities in the UK. We provide person-centred care that focuses on enhancing dignity, independence, and quality of life for our patients and residents. Our services cover the entire care pathway, from post-acute rehabilitation to end-of-life care, for individuals with complex neuro-disabilities and their families, supported by a robust research and education program. We are proud to be accredited as Leaders in Safeguarding in the UK.

Main Objectives of the role:

- Work alongside MDT in empowering families and carers to understand the patient's condition and participate in their journey, thereby enriching meaningful social and leisure activities for our patients.
- To work as a member of a team with support in planning, organising and providing a program of residential and/or community based social and leisure activities.
- Support residents to pursue social and leisure activities in line with their needs/wishes.
- Interact with relatives and or visitors either in person or by telephone. Ensure they are aware of any future events, appointments, co-ordinate home visits, arrange family meetings as directed.
- Provision and co-ordination of administrative and clerical support to the ward, including assessment arrangements, appointment setting, diary maintenance and production of reports for the work area allocated.
- Ensure key lifestyle hobbies and interests are embedded and celebrated on the ward such as resident, staff and family birthday parties, anniversaries and any National or Global event themes that we can adopt and celebrate on the ward.
- Achieve person-centered and values-driven outcomes by supporting the MDT in enhancing patients' and residents' quality of life, emotional well-being, and social integration through leisure activities.

Key Responsibilities

Ward Administrator

- Undertake reasonable administrative tasks for the ward, to include but not exhaustively: filling, organisation of admissions and discharge notes, menu and stationery ordering, booking hospital and leisure transports, updating organisation and quality boards, responding to email relating to the ward, and support for IPC, Estates, Facilities and the ward team as needed.
- Be the first point of contact and welcome at arrival on the ward.
- Interact with relatives and or visitors either in person or by telephone. Ensure they are aware of any future activities and events.
- Work with ward managers to develop new systems and ensure good ideas and innovation are shared across all wards.
- Work with other ward managers to support and troubleshoot problems
- Ensure personal and mandatory training is up to date and take responsibility of own personal development.
- Maintain oversight of ward stores/ supplies budget and ordering
- With support, managing the DOLS electronic system by ensuring timely assessment and reviews by local authority, following up pending DOLS application and updating each patient's record by uploading their DOLS paperwork/ documents.
- Booking and arranging hospital appointments, clinical escorts and transport via hospital ambulance and/or HATS.
- To scan and upload documentation to EPR in timely manner.
- Ordering food and advising patients on menu choices.
- Develop and maintain Ward notice boards. Liaise with the Communications Team for support to ensure these Boards are kept up to date.
- Work closely with the Leisure and Family Services Lead to ensure we are working with the same focus and in accordance with the Patient Strategy.

- Work with the Admissions Office to ensure that patient admission documentation is available within the Ward prior to the admission of a patient.

Leisure Coordinator

- Ensure that a variety of social and leisure activities are available daily to all residents of Goodman House. Accompany or co-ordinate escorts for residents, where appropriate, to off-site activities, which may take place outside of normal working hours.
- Ensure that social and leisure equipment on the ward is in good working order, that faulty items are taken out of service and sent for repair and that a suitable/timely replacement is provided.
- Maintain a full and accurate record of activities using the appropriate documentation.
- Maintain a list of resident's birthdays or special dates, arranging appropriate celebrations as required.
- Be able to handle money for entertainment, materials and community visits and to account for how money is spent.
- Planning, booking and arranging community trips, external and outdoor activities for patients including their transport via hospital ambulance or other means of transportation.
- Work with MDT in timetabling patients' activities in line with their targeted goals for rehabilitation and in relation with their likes and preferences.

Experience Required

- Experience in working with individuals with complex needs and behaviours that challenge in supporting them to live a full and active life.
- Organised approach to work with high emphasis on detail and accuracy. Awareness of the issues of confidentiality.
- Able to respond flexibly to changing situation, prioritise appropriately and deal calmly with unexpected events.
- Innovative, able to work autonomously and take responsibility appropriately. RHN is proud to be a diverse and inclusive employer that respects and values the differences of our people to achieve their full potential.

Qualifications: Essential and Desirable

- A drive and enthusiasm for people with profound neurodisabilities in pursuing activities that promote social integration and emotional wellbeing. **Essential**
- Full UK driving licence. **Desirable**
- Educated to a standard which ensures excellent literacy and numeracy (GCSE/O Level Maths and English) **Essential**
- NVQ level 3 or equivalent experience in a related subject i.e. Health and social care. **Desirable**
- Willingness to undertake training as required. **Essential**
- Experience in working with individuals with behaviours that challenge and supporting them to live full and active lives. **Desirable**
- Organised approach to work with high emphasis on detail and accuracy. Awareness of the issues of confidentiality. **Essential**

- Able to respond flexibly to changing situation, prioritise appropriately and deal calmly with unexpected events. **Essential**
- Innovative, able to work autonomously and take responsibility appropriately. **Essential**
- Good oral and written communication skills. **Essential**
- Computer and work media (ie workplace) literate, knows how to use MS Word, Excel, Powerpoint, Publisher and Outlook. **Essential**

Employee Behavioural Framework

Working Collaboratively for RHN

Demonstrating our values and working together to deliver the best possible service for patients and customers.

- I share information within my team.
- I will ask for assistance if I need help.
- I work with my team to resolve problems.
- I am willing to learn new skills.
- I offer help to my team if they need it.

Achieving our Potential

Developing our skills and knowledge, reflecting on successes and set-backs, and demonstrating a commitment to development at RHN.

- I take personal responsibility for my tasks
- I seek opportunities for personal development
- I am willing to carry out new tasks if required
- I suggest improvements and new ideas
- I know what I'm good at and where I need to improve.

Preparing for the Future

Looking forwards, reflecting on current activities, accepting change and being part of a culture of continuous learning and improvement.

- I know what areas I need to improve
- I am willing to learn to broaden my skills and knowledge
- I reflect on my team's successes and challenges
- I speak up in team meetings and express my views

Leading by Example

Acting as a role model and setting an example that motivates and inspires others at RHN.

- I take pride in what I do
- I am punctual
- I try not to let my team down and ask for support when I need it
- I'm a good team player
- I improve my knowledge by learning from others

Committing to our Patients & Customers

Providing high quality patient care and customer service to patients and customers, and treating them with respect, dignity and consideration.

- I demonstrate a positive attitude
- I am proud of the work I do
- I always promote a positive image of the RHN
- I respond in a timely manner
- I share knowledge with my team
- If I cannot answer a question, I'll ask my nearest colleague to help

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: