



## Royal Hospital for Neuro-disability Job Description

<b>Job title:</b>	Activities Coordinator & Ward Admin
<b>Department:</b>	Haberdashers Ward – Young People Service
<b>Salary grade:</b>	Band 3: £25,714- £28,926 per annum FTE (dependent on experience)
<b>Hours:</b>	18 hours per week
<b>Contract Type:</b>	Permanent, Part Time
<b>Responsible to:</b>	Ward Manager
<b>Behavioural Framework:</b>	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, 'Ward Administrator and Activities Coordinator' to join RHN in our Young Adult Service on one of our specialist wards Haberdashers Ward. Your key responsibility is to manage an array of administrative duties on the ward and coordinate activities for the residents which positively enriches their experience and wellbeing.

This role is suitable for someone who is personable and relishes interaction with a wide range of people throughout the day - from staff and the wider multi-disciplinary team, to our patients and their families. As Ward Administrator and Activities Coordinator, you can expect to embrace this role and make it your own with ideas and initiatives that enhance patient-centred care.

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 span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

### Main Objectives of the role:

- Be the first point of contact and welcome at arrival on the ward.
- 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.
- Develop and maintain Ward notice boards. Liaise with the Communications Team for support to ensure these Boards are kept up to date.
- 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. Work with the Admissions Office to ensure that patient admission documentation is available within the Ward prior to the admission of a patient.
- 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.
- 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.
- Maintain record keeping/ timetables of events for each resident to evidence the activities and events that take place on the wards.

### **Key Responsibilities**

1. Ensure that a variety of social and leisure activities are available daily to all residents of Hunter Ward. Accompany or co-ordinate escorts for residents, where appropriate, to off-site activities, which may take place outside of normal working hours.
2. 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.
3. Maintain a list of resident's birthdays or special dates, arranging appropriate celebrations as required.
4. Be able to handle money for entertainment, materials and community visits and to account for how money is spent.
5. Maintain a full and accurate record of activities using the appropriate documentation.
6. Interact with relatives and or visitors either in person or by telephone. Ensure they are aware of any future activities and events.
7. Undertake reasonable administrative tasks for the ward, to include but not exhaustively: filling, organisation of admissions and notes, menu ordering, assisting with ward audits and water flushing and support for IPC, Estates, Facilities and the ward team as needed.

#### Experience and Qualifications Required:

- A drive and enthusiasm for supporting young adults in pursuing activities that promote social integration and emotional wellbeing.
- Educated to a standard which ensures excellent literacy and numeracy (GCSE/O Level Maths and English)
- NVQ or equivalent experience in a related subject i.e. Health and social care.
- Willingness to undertake training as required.
- Experience in working with individuals with complex needs and supporting them to live full and active lives.
- 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.

#### Person specification: Essential and Desirable

- A drive and enthusiasm for supporting young adults 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 complex needs 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**

## 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: