Clinical Network Administrator – Zero Hour Contract

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| Job title: | Clinical Network Administrator – Zero Hour Contract |
| Department: | NSC |
| Location: | Remote |
| Reporting to: (job title only) | Service Lead |
| Direct reports: (job title only) | No |
| Job purpose: | The primary focus of the Clinical Network Administrator role is to provide day to day support for Vita Health Group’s Corporate treatment networks and 3rd party clinical suppliers. The right candidate will have a strong administration background, a keen eye for detail and enjoy working in a fast-paced environment.  |
| Role and Responsibilities: | * Adhering to service levels which ensure our clients are placed into treatment with our clinical experts within a timely manner.
* Work to tight deadlines to enable accurate and timely payments to our treatment providers by validating and approving invoices.
* Updating client files with clinical activity such as outcome measures and appointments.
* Liaise accordingly with our clinical team on a regular basis to support with any issues with non-compliance of service levels and Key Performance Indicators (KPI’s)
* Organising and tracking the auditing of existing and potential providers to both improve and maintain quality across the treatment Network.
* Responsible for maintaining the Corporate Network; adjusting the system for changes to details, staffing, holidays etc.
* Write and distribute a monthly newsletter with important business updates, expectations and guidance.
* Be the main point of contact for day to day queries and any other administrative duties

**Equality Diversity & Inclusion (EDI)*** We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.
* Be aware of the impact of your behaviour on others
* Ensure that others are treated with fairness, dignity and respect
* Maintain and develop your knowledge about what EDI is and why it is important
* Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice
* Be prepared to speak up for others if you witness bias, discrimination or prejudice
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| Clinical Governance:(where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * GCSE Maths, English, IT at C grades and above.
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| **Experience** |  |  |
| **Skills/knowledge** | * Excellent coordination, planning and organisational skills.
* Proficient in Microsoft Office applications, particularly an intermediate skill level Microsoft Excel.
 | * Understanding of the UK private and public health systems.
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| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Superb time management and prioritisation skills.
* High level of enthusiasm and motivation.
* Ability to work under pressure and to tight deadlines.
* An awareness of and commitment to supporting and facilitating diversity and inclusion
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# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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