



Role Profile Blank Template

(Refer to guidance to assist with completion)

Job Title: SCES Business Support Advisor	Role Profile Number: SBC_12347
Grade: CFL 4	Date Prepared: May 2025
Directorate/Group: Adult Services, Regulation and Civic Protection	Reporting to: Office Manager
Structure Chart attached:	No

Job Purpose

To provide a professional and efficient front line service to members of the public, other professionals and colleagues wishing to access community Health Services. Taking phones for the community nursing, nurse specialist team, and community therapist, wheelchair services & community equipment stores directing these calls to the most appropriate service using the appropriate software and following the pathways and protocols to ensure patients are referred/seen in timely manner by the right team or professional. Entering and updating client/patient details onto specified IT systems ensuring accuracy and confidentiality and provide administrative support to wider Swindon Community Health Services / Teams.

Key Accountabilities

- Act as the first point of contact for patients, families and other health care professionals wishing to access the Swindon Community Health Services, community nursing, wheelchairs & stores, and as such provide responses to any enquiries or requests for information or assistance in a timely manner.
- Handle telephone calls from a variety of sources including patients, patients relatives, GP's, carers and other health care professionals and ensure that relevant routine medical and personal information is collected and recorded correctly using Systm1 modules for the community health services. The post holder will require good communication and customer service skills as they will be dealing with a wide variety of people and may encounter barriers to understanding such as language.
- Assess the information provided by the caller and direct the call as appropriate. This will include an element of analysis to help the post holder to decide on the urgency of the call and attention to detail to ensure all referrals are passed to the correct team in timely manner.

- To take calls for specialist services within Swindon Community Health services such as Phlebotomy Team, Continence Team, Parkinson's Nurse, COPD Nurse, IV Therapy Team and the Rapid Response Service both for existing users and family members and GP's requiring a new referral.
- Being able to express empathy and handling difficult, emotional phone calls, for example if a patient's family calls to say they have passed away or someone wants to complain. The post holder should be able to recognise distress and demonstrate understanding of the caller's emotion at that time to de-escalate the situation as best as possible.
- Provide daily administrative, for example respond to telephone calls, email, written queries or system tasks.
- Covering administration duties at different service sites when cover is required and needed.
- Liaising with surgeries, hospital wards / departments and other medical professionals to request or clarify information to ensure patients are referred correctly, and that we have everything needed to get them seen by the relevant service/team
- Process purchase orders for equipment, for modifications, repairs, deliveries and collection of equipment ensuring all documentation is recorded on the appropriate databases.
- Be compliant with the Data Protection and record management policy and procedures with reference to confidentiality and safeguarding issues. The post holder will be working with highly confidential information, which must be maintained in a sensitive and completely confidential manner.

Supplementary Accountabilities

- Flexibility to work a variety of hours over seven days including bank holidays and evenings to reflect the needs of the service if required.
- Willing to work in other areas of the Trust or Trust-wide as and when required to do so.
- Checking and collating time sheets
- Prepare monthly payroll spreadsheet for the Operational Manager to approve
- Raise invoices for service user contributions and care repayments where applicable
- Process all invoices for purchased items

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Ability to demonstrate a good working knowledge of IT including Word, Excel and email.
- Ability to work quickly and accurately under pressure
- Good organisational and administrative skills
- Demonstrate an understanding of data protection and confidentiality.
- Demonstrate the ability to meet deadlines and work within pre-defined timescales.

- Demonstrate a flexible and adaptable approach to workload management.
- Be able to prioritise own workload and remain calm under pressure.
- Ability to communicate to a high standard both verbally and in writing with colleagues, service users and external agencies.
- Ability to deal with potential difficult and challenging behaviours in a sensitive and confident manner.
- Be able to build and sustain relationships within a multi-disciplinary team both with colleagues and service users.
- Innovative and effective in problem solving and service delivery improvements.
- Be able to assist in the development and use of formats and templates.
- Ability to reflect on daily tasks, processes and systems and evaluate the development needs for self-improvement.

Qualifications

Essential

- RQF level 3 or equivalent or working towards Level 3 of RQF or compensatory experience in care business support
- Educated to GCSE level or equivalent.
- One year's experience of working in a busy office environment.
- Experience of working in an administrative/financial role using a range of IT packages.

Desirable

- GCSE at grade C or above in English and Maths.
- PC based word processing and data input experience
- Experience of dealing with the public over the telephone and the ability to cope with highly sensitive, sometimes distressing, information when dealing with clients' personal details.

Decision Making

- Understanding of the work of the professions supported.

Creativity and Innovation

Due to the nature of the work there are constant procedure changes. This can be as simple as database upgrades, which require changes to be made to everyday actions.

Problem solving, including with electrical and multimedia equipment, service user enquiries and liaising with other departments.

There can also be changes within the law, which need to be incorporated into our working practices.

All these changes need to be documented and distributed throughout the working team

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed <ul style="list-style-type: none">• 0•	Responsibility	.
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• 0••	Asset Responsibility:	

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Occupational Health Team
- HCRG
- ICB
- Community GP
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Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).