

Job Description

DIRECTORATE:	Social Services & Wellbeing
DEPARTMENT:	Business Support
POST:	Business Support Officer - Hospital Support
GRADE OF POST:	GR07
RESPONSIBLE TO:	Business Support Team Leader – Operational Central Team

JOB PURPOSE:

To provide administrative support to a range of professionals including social workers based in the hospital hub.

To be a key point of contact within the hospital hub and to co-ordinate service information between partners and agencies to ensure safe and timely hospital discharge for individuals.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Processing service and other related documentation, updating and validating the CCIS information database as required, and assisting in its future development to ensure records are maintained accurately.
- To support the senior practitioner and social workers in weekly Hospital Discharge meetings to effectively manage safe discharge of individuals from hospital to the community.
- To liaise and be the key point of contact with staff in other parts of the Directorate and organisation, other agencies and staff together with members of the public and families. This will routine involve face to face contact with families and members of the public day to day.
- To co-ordinate and effectively support the social work and health staff in information sharing between key relevant partners and organisations to effectively support hospital discharge and ensure that effective packages of care are put into place in a timely way
- Setting up and maintenance of filing systems for case files, scanning and indexing documents using the electronic filing system. Providing copies of files for legal and insurance purposes as required including redaction of records and use of the electronic filing system.
- To arrange and support accurate minute take at various highly sensitive and complex multi-agency service meetings/panels as required e.g. Best Interest

Meetings. (this role routinely involves being exposed to and handling high risk and extremely sensitive information day to day)

- Assisting the social work practitioners with administrative systems development and maintenance. This includes providing advice and support on the use of CCIS, monitoring and ensuring the integrity of the CCIS database.
- To support the Social Worker in the undertaking of Protection of Properties in accordance with associated procedures.
- To assist the Business Support Team Leader to help identify objectives, targets, and improvements to business processes and to monitor the administrative activity as necessary.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification

Business Support Officer – Hospital Support

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> A good standard of education to QCF Level 3 or equivalent or an ability to demonstrate competence through experience. 	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> Experience of using Microsoft Office. Knowledge of financial systems. Experience of working within a Local authority and or service/support environment or experience of working in a health setting. Knowledge of the General Data Protection Regulation (GDPR) and how this relates to the production and circulation of sensitive information. Experience of using information and administrative systems. Experience of working in an office environment. 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> An ability to take minutes or a willingness to learn this task. Ability to demonstrate good organisational skills. Accuracy, attention to detail, and an ability to work within appropriate timescales. 	<p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.

Skills & Personal Qualities Continued	<ul style="list-style-type: none">• Ability to form constructive working relationships and work as part of a team and good communication skills.• Ability to work flexibly and proactively.• The ability to communicate through the medium of Welsh.	Yes	Interview, application form, and selection process.
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