

Admissions Coordinator

(Salary as advertised)

Harlow, Essex

37.5 hours per week

Permanent

1. Main purpose of the role

Based at Passmores House (WDP's residential detox and rehab facility), the Admissions Coordinator will work as part of a multi-disciplinary team to manage all referrals to the service.

The role will effectively coordinate service user admissions and discharges in order to optimise occupancy and ensure appropriate treatment packages are agreed with referrers/Care Managers.

Working closely with WDP's Finance department, the Admissions Coordinator will be the lead individual for monitoring and recording length of stays, and ensuring accurate invoices are raised in a timely fashion.

The Admissions Coordinator also will be responsible for the following duties amongst others:

- Managing and conducting admissions assessments with prospective residents (both detox & rehab)
- Acting as an external face of Passmores House, building and maintaining productive stakeholder relationships
- Taking the lead on liaison with referrers and Care Managers, ensuring regular updates are provided
- Supporting the Service Manager with investigating and responding to any feedback/complaints regarding service user treatment outcomes
- Contributing, participating and supporting the delivery of Passmores House's groupwork programme
- Producing management information and reports, specifically relating to occupancy levels, through the management of the service's occupancy database.

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to Service Manager**



Working relationships:

- ▶ Service users
- ▶ Consultant
- ▶ Referrers/Care Managers
- ▶ Peers
- ▶ Finance Team
- ▶ Business Development Team
- ▶ Service Manager



3. Role-specific responsibilities

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| 3.1 | To manage all referrals and effectively coordinate admissions/discharges in order to optimise occupancy. |
| 3.2 | Update and maintain bed management/occupancy database. |

3.3	Liaise closely with WDP’s Business Development department in order to support framework agreement submissions and understand needs of commissioners/referrers.
3.4	Build and develop relationships with key commissioners, care managers and provider contacts, including developing new relationships with customers for Passmores House.
3.5	To ensure timely and professional reporting and feedback to care managers and other referrers.
3.6	To promptly provide information to all internal and external stakeholders in line with data protection requirements.
3.7	To monitor and record all information relating to length of stay, ensuring accurate invoices are raised in a timely fashion.
3.8	To demonstrate a proven commitment to anti-discriminatory practices and have a good appreciation of equal opportunities policy and procedure.
3.9	Ensure relevant service standards meet (as a minimum) those laid out by the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE), and are offered in line with WDP policy and within the organisational clinical governance framework.
3.10	To conduct and manage admissions assessments with prospective service users, liaising closely with Passmores House’s clinical team to ensure appropriate referrals are accepted.
3.11	To develop and write appropriate reports for the Service/Operations Manager and any external stakeholders as required.
3.12	To adopt a commercial approach and observe professional integrity in relationships with service users, peers and other relevant professionals.
3.13	To ensure safeguarding processes and protocols are met, in regard to children and vulnerable adults.
3.14	To keep up-to-date with current developments and practices in the field.
3.15	To work with WDP’s Business Development department to actively develop and communicate the benefits of WDP’s residential service to a wide and varied audience.
3.16	Experience of working in a residential setting.
4. WDP’s commitment to you	
<i>WDP works within the following framework and requires all employees to do the same.</i>	
4.1	<u>Equal Opportunities</u> WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to

	understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery-focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
5. Your commitment to WDP	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>

5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder’s duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

Person specification		E/D	Measured by
<p>Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p>Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>			
1.	Education, knowledge and experience		
1.1	A minimum of two years’ experience within the substance misuse field.	E	A/I
1.2	QCF/RCF Level 3 or equivalent qualification.	E	A/I
2.	Abilities and skills		
2.1	Excellent time management skills, ability to work on own initiative, prioritising accordingly.	E	A/I
2.2	Proven ability to work on one’s own initiative and as part of a team.	E	A/I
2.3	Ability to work flexible hours, which will include some evening work.	E	A/I
2.4	Excellent report writing and verbal communication skills.	D	A/I
2.5	Ability and willingness to work in an emotionally challenging and often stressful environment.	E	A/I

3.	Working within WDP's framework of commitments to employees		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
4.	Key competencies		
4.1	Excellent understanding of drug and alcohol issues and experience of working within substance misuse or related field.	E	A/I
4.2	A proven commitment to anti-discriminatory practices and an understanding of equal opportunities policy and practice.	E	A/I
4.3	Experience of conducting assessments, compiling and reviewing care plans and managing referrals.	E	A/I
4.4	Excellent written and verbal communication skills. The ability to accurately record statistics for data purposes and to work to deadlines for the submission of information, e.g. reports.	E	A/I
4.5	Ability to adopt a commercial approach and commitment to establishing partnerships with key stakeholders, referrers, care managers, service users etc	E	A/I
4.6	Excellent team working and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.	E	A/I

4.7	An understanding of business development and how to increase business through partnership working.	E	A/I		
4.7	Excellent prioritisation skills, ability to manage high volume of referrals in order to effectively manage waiting lists.	E	A/I		
5. Equality, diversity, vision, mission and values					
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I		
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I		
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I		
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I		
6. Circumstances					
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I		
6.2	A flexible approach to workload.	E	A/I		
			Authors		
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