## Job Description

<table>
<thead>
<tr>
<th>Service</th>
<th>Inspire East Lancashire Integrated Substance Misuse Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title</td>
<td>Prescribing Administrator</td>
</tr>
<tr>
<td>Base</td>
<td>TBC</td>
</tr>
<tr>
<td>Hours</td>
<td>37.5 hours per week</td>
</tr>
<tr>
<td>Salary</td>
<td>CGL scale point 14-16</td>
</tr>
<tr>
<td></td>
<td>£16,859.65 - £17,619.93 per annum</td>
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<tr>
<td>Reports to</td>
<td>Senior Administrator</td>
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</table>

### Operating Principles

CGL has developed a number of operating principles that it believes are essential to providing effective and inspirational care and support for its service users. They should be viewed as overarching expectations for all roles at CGL.

All staff will contribute to the ongoing development of an ambitious, inspirational and outcome focussed culture at every level of service delivery.

All roles will tangibly contribute to provide hope, empowerment, choices, control and opportunities that promote people reaching their full potential as individuals and community members.

All service delivery will model the belief that we all have the potential to make positive changes and to lead meaningful and purposeful lives, as involved and contributing members of society.

To support these operating principles, managers will embrace CRI values:

- True to our ethics and charitable objectives
- Excellence in Service Delivery
- Commitment, Professionalism, Positivity
- Business Focus

In doing this managers will be assessed on their competencies and behaviours in the following areas: Judgement, Open Minded, Diversity, Courage, Communication and Influence, Emotional Intelligence, Leadership and the Delivery of Results.

### Purpose of Job

To provide effective administrative support to integrated Recovery Service. The post holder will offer organisational, administrative and clerical services to the team designed to contribute towards its aims.
and objectives.
You will manage all controlled drug stationary including the prescription production and distribution within the service.
You will ensure all information in relation to prescription generation and database update
You will be required to work flexibly across operational sites as required and work flexibly within an agreed number of hours to maintain the most appropriate level of service provision. This will include early morning and evening working.
You will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.

Key Activities:
- To assist in the management of prescription production in batches as required across the whole service
- To assist in the management of prescription production and changes to scripts in line with Doctors medical reviews.
- To maintain and assist with process of prescription generation across the Integrated Recovery Service.
- Act as first point of contact within the service, for actions and discussions around prescriptions and controlled stationary.
- To ensure that telephone calls and visits from service users, outside agencies and CRI staff are dealt with promptly and courteously, transferring calls to appropriate personnel when necessary.
- To ensure effective processing of correspondence / data entry as required.
- To minute take at partnership and clinical meetings as required.
- To collate, monitor and report data/information & statistics as required.
- To maintain and assist with the setting up of a general filing system within the projects.
- To carry out photocopying as required.
- To ensure that admin, record-keeping and communication within the project are maintained.
- To co-ordinate operational requirements of the project base as required, eg room bookings etc as required
- To work with Team Leaders managing booking systems for Doctors appointments and reviews
- To provide any administrative support to Doctor as required

General terms of reference:
In carrying out the above duties the post holder will:
- Work flexibly across operational sites as required
• Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
• Seek to improve personal performance, contribution, knowledge and skills.
• Participate in appraisal, training and supervision processes.
• Keep abreast of developments in services, legislation and practice relevant to the relevant client group.
• Ensure the implementation of all CGL policies.
• Contribute to maintaining safe systems of work and a safe environment.
• Undertake other duties appropriate to the grade of the post
• Working alongside and embracing Peer Mentors and investing in Volunteers

**Specific standards (DANOS related where appropriate) for this role include:**

<table>
<thead>
<tr>
<th>Unit Number</th>
<th>Title</th>
</tr>
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<tbody>
<tr>
<td>AA6</td>
<td>Promote choice, well being and the protection of all individuals</td>
</tr>
<tr>
<td>AA1</td>
<td>Recognise indications of substance misuse and refer individuals to specialists</td>
</tr>
<tr>
<td>AA2</td>
<td>Relate to, and interact with, individuals</td>
</tr>
<tr>
<td>AA3</td>
<td>Support individuals to access and use services and facilities</td>
</tr>
<tr>
<td>AA4</td>
<td>Promote the equality, diversity, rights and responsibilities of individuals</td>
</tr>
<tr>
<td>AA5</td>
<td>Interact with individuals using telecommunications</td>
</tr>
<tr>
<td>AB1</td>
<td>Support individuals who are distressed</td>
</tr>
<tr>
<td>AB3</td>
<td>Contribute to the prevention and management of abusive and aggressive behaviour</td>
</tr>
<tr>
<td>AC1</td>
<td>Reflect on and develop your practice</td>
</tr>
<tr>
<td>AC2</td>
<td>Make use of supervision</td>
</tr>
<tr>
<td>BB1</td>
<td>Promote your organisation and its services to stakeholders</td>
</tr>
<tr>
<td>BD4</td>
<td>Promote, monitor and maintain health, safety and security in the working environment</td>
</tr>
<tr>
<td>BD3</td>
<td>Support the health and safety of yourself and individuals</td>
</tr>
<tr>
<td>BE2</td>
<td>Receive, analyse, process, use and store information</td>
</tr>
<tr>
<td>BE4</td>
<td>Supplying information for management control</td>
</tr>
<tr>
<td>BG5</td>
<td>Making and recording payments</td>
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Person Specification

**Essential criteria:**
- Knowledge of general office procedures.
- IT literacy including proficiency in word processing, excel spreadsheets and data entry.
- Good interpersonal skills and a willingness to work flexibly as part of a team.
- The ability to respond to appropriate requests for assistance, maintaining confidentiality whenever necessary.
- Minute taking experience
- Solid numeric skills
- Excellent organisational skills
- Confident and effective communication skills, both verbally and in writing.

**And the ability to:**
- An empathetic and non-judgmental attitude towards service users.
- The ability to respond flexibly to the demands of the post.
- The ability to work as a member of a team.
- Show a capacity to work alone and the ability to keep calm under pressure.
- Understand and have a commitment to the principles of equal opportunity and diversity.
- Show commitment to facilitating positive outcomes for service users

**Desirable criteria:**
- Qualification in IT/office administration

**This post is subject to a DBS check at an enhanced level.**

**Amendments:** This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.