

JOB DESCRIPTION

POSITION DESCRIPTION:	Healthy Lifestyle Administrator
LOCATION:	Harbour Sport Sports House
PREPARED:	February 2018
SUPERIOR POSITIONS:	Chief Executive Officer General Manager Green Prescription and Active Families Manager Community Strength and Balance Manager
TERM:	40 hours

RELATIONSHIPS EXTERNAL

Doctors, Practice Nurses and other Health Professionals
Community Health Providers
Gyms, Fitness Centres & Sports Clubs
GRx Managers and Healthy Lifestyle Advisors in other RSTs

RELATIONSHIPS INTERNAL

- Harbour Sport Staff (primarily Green Prescription and Community Strength and Balance)
- Harbour Sport Board of Trustees

PRIMARY PURPOSES OF THE POSITION

- Your primary functional purpose is to seek, participate, be enthusiastic about and collaborate with your colleagues and to achieve agreed key tasks and KPI's.

Your task in Harbour Sport is to 'own' your role. You are responsible to develop and innovate and to ensure all work is done to the Harbour Sport standard. You are to be accountable for your progress and to evaluate all your work and complete it to the highest standard. Harbour Sport values continuous improvement and expects a commitment from 'good to great'.

This is by far the most important aspect of your work in our organisation and it will determine your remuneration and growth opportunity.

- To enter Green Prescription (GRx), Active Families and Community Strength and Balance referral details into the database.

- To contact Green Prescription, Active Families and Community Strength and Balance clients by phone to provide information and book appointments where appropriate.

Key Tasks

ADMINISTRATION

- Enter Green Prescription, Active Families or Community Strength and Balance referral information for each client into the database and excel spreadsheet within 1 day of receiving the referral
- Contact referrers to confirm or request client details
- Forward referrals to other Green Prescription and Active Families providers or In-Home Strength and Balance contract holders where required
- Post/email GRx discharge letters to referrers regularly
- File referrals received appropriately in the secure storage system provided by Harbour Sport
- General administrative duties

GREEN PRESCRIPTION/ACTIVE FAMILIES/COMMUNITY STRENGTH & BALANCE TRIAGE ROLE

- Contact clients referred to the Green Prescription and Active Families programmes within 5 days of receiving the Health Professional referral
- Book clients in for a face-to-face consultation or phone call with a GRx Healthy Lifestyle Advisor, explaining the service if needed.
- Report monthly to the GRx and Active Families Manager on Green Prescription achievements via GRx discharge meetings
- Contact clients referred to the Community Strength and Balance programme within 3 to 4 days of receiving the Health Professional referral
- Recommend appropriate Community Strength and Balance approved classes to client over the phone
- Attend GRx or Community Strength and Balance meetings if required
- Accurately maintain client records using the relevant database and maintain an appropriate hard-copy filing system
- Maintain an extremely high level of client confidentiality
- To achieve key performance indicators in line with Harbour Sport and GRx targets
- To fully support the philosophy and culture of the Trust and where practical support other Trust programmes/initiatives/events
- Undergo professional development training opportunities provided by MoH, WDHB, ADHB and the Trust where appropriate

- Be prepared to work flexible hours, including some evening and weekend work
- To undertake such other duties and responsibilities commensurate with the nature of the position

PERSON SPECIFICATIONS

EXPERIENCE

- In data entry
- Call Centre experience is desirable
- Office/Administrative experience
- In the Health sector is a bonus

COMMUNICATION

- Excellent oral and written communication skills in English
- Excellent phone manner with the ability to build rapport quickly over the phone with a diverse range of people, including those of different ethnicities and age ranges
- IT skills (Word, Excel, Internet, Database)

OTHER

- High accuracy and speed with data entry (typing speed 45 – 50 wpm)
- High attention to detail
- Understanding of different cultures and needs in relation to physical activity
- Empathy for the needs of inactive people and the needs of older adults
- Excellent time management and organisational skills.
- Ability to work flexible hours (including some evenings/weekends)
- A commitment to the philosophy of 'more people, more active, more often'
- Commitment to ongoing training and professional development