



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

JOB DETAILS

Job Title:	Perinatal Business Support Manager
Pay Band:	5
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Mental Health & Learning Disabilities
Department:	Perinatal Mental Health Service
Base:	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Perinatal Team Lead
Professionally Accountable to:	Adult Community Mental Health Service Mgr

VALUES & BEHAVIOUR



Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.

JOB SUMMARY / PURPOSE:

Provide a high level of Business Administration and assistance to the Team Lead and Service Managers within the Health Board's Perinatal Mental Health services.

Provide leadership and motivate staff to provide high standards of work by acting as a positive role model and mentor.

Ensure the accurate and timely reporting of key data as required by the Perinatal Mental Health service to comply with the Local and National requests.

Coordinate and ensure service Policies and Protocols are up to date and centralised.

Set up and maintain core databases/spreadsheets appropriate to the service.

Demonstrate an effective management style, encouraging and supporting innovative thinking from staff within the service and other departments.

Liaise with external organisations and other Health Boards appropriately as directed and to maintain accurate business records for the Perinatal Mental Health service.

DUTIES & RESPONSIBILITIES

Ensure systems are in place to meet and maintain standards of practice that conform to the Health Board requirements. Introduce and maintain data systems that will allow this.

Responsibility for planning, timetabling, and undertaking preparatory work for meetings and to provide any necessary documentation, participating by presenting the business issues, risks and needs of the service.

Arrange a variety of service and management meetings on behalf of the Team Lead and Service Manager, liaising with internal/external agencies and a variety of disciplines.

Act as a filter for incoming calls related to key business areas exercising tact and discretion, also using initiatives on issues which can be dealt with personally and where appropriate redirecting to other senior staff, proactively seeking information and passing on as necessary.

Prepare letters, memos and other papers from service meetings and ensure timely circulation across the service.

Handle significant quantities of confidential and sensitive information on behalf of the Head of Service, always ensuring that the appropriate degree of confidentiality, discretion and tact is always adopted.

Implement and maintain efficient and workable manual and electronic systems and databases, including electronic filing systems, ensuring files and records are stored and retrieved appropriately.

Ensure that information and documentation is provided in a timely fashion and readily available for meetings and discussions, including preparing reports, agendas, minutes, statistics, and other similar documents.

Maintain constructive relationships with a broad range of internal and external stakeholders and to participate in relevant internal and external working groups, projects, services, and initiatives to provide information and analytical advice.

Business Management:

Ensure all Service Level Agreements, Policies and Procedures are up to date.

Ensure all Oracle orders are reviewed and appropriate within the financial framework.

Ensure compliance with all Freedom of Information requests in a timely manner.

Keep up to date with best practice and suggest changes which could be made to personal practice with line manager.

Discuss and agree with colleagues the way forward to effectively plan, implement, and manage change.

Attend relevant service meetings and contribute to organisational and delivery service model.

The post holder will be an essential part of the Services' Business meetings, and the Leads Meetings, and be expected to contribute to the information provision in these meetings.

Keeps records of personal activities for KSF, PADR and sickness records, and maintains confidentiality in line with Health Board policy on Records Management.

Adheres to the Health Board's Guidelines relating to record keeping.

Managerial Responsibility:

Work within the Health Board's agreed policies and procedures ensuring compliance with:

- Confidentiality
- Health and Safety
- Welsh Language Scheme
- Complaints/Concerns/suggestions
- Service specific Policies
- Information Governance

Contribute to the development and implementation of the service operational plans.

Ensure that systems are in place for effective communication and dissemination of information.

Effectively manage change within delegated project work.

Ensure the effective use of resources and collation of relevant statistical information to inform both the service and the wider Directorate.

Day to day management of the Administrators within the service, being responsible for PADR, sickness etc.

Ensure systems are in place for audit of management/business processes.

Contribute to the development and maintenance of systems, which will allow service benchmarking.

Service Improvement

React positively in managing change and comply with requirements to adapt own practice when required to do so in the agreed way and within the agreed timescale.

Develops and implements business systems reflecting service changes and operational imperatives, ensuring these link and compliment systems within the wider service business function.

Shares ideas and possible initiatives with management to improve the operational running of the service and make suggestions for improvements to existing practice.

Maximise opportunities to share good practice and innovation with colleagues.

Communications

Act as the key point of contact for all business-related issues within the service, ensuring effective liaison/communication between the service and other areas of the Directorate, the Health Board, and external organisations.

Has a detailed working knowledge of Health Board policies such as confidentiality, Data Protection Act, Freedom of Information Act, the Caldicott Principles, and the Complaints process.

Use a wide range of different forms of communication depending on the circumstances, which will include verbal, written and electronic communication.

Responsible for communicating business and sensitive information from staff at all levels of the organisation as required.

Pass on information clearly and succinctly and in a manner which the recipients will understand and which is appropriate. They will present reports/findings e.g. using PowerPoint, to senior management.

Recognise and reflect on barriers to effective communication which may be experienced, explain the relevance and importance of information/requests clearly. Stressful situations will be managed calmly, addressing sensitive or complex issues with tact, and ensuring privacy in the workplace environment.

Maintain accurate records in accordance with legislation, policies, and procedures, respecting and maintaining confidentiality at all times.

Keeps data/information relevant in accordance with the Data Protection Act and acts in compliance with Health Board policy on Records Management. Ensures all information shared is accurate and relevant.

Service Management

Deals effectively with both internal and external general enquires for service.

Respond promptly to changes within the services whilst identifying any anticipated problems.

Ensure all matters are dealt within agreed timescales. In the first instance, resolve any problems/concerns if this is possible and inform Head of Service of any unresolved issues in an appropriate and timely manner.

Reports on the performance of the service within the wider Directorate, identifying trends, outcomes and actions to improve performance.

Finance & Resources

Support the service to achieve the objectives of the Health Board within the resources available. Work within the remit of the Health Board's Standing Financial Instructions.

Ensure the use of prudent financial resource by monitoring ordering/supplies via Oracle.

Responsible for checking and signing off invoices for the service when goods are received and forwarding for payment as appropriate. Authorised signatory for payments within agreed remit limit.

Personal & People Development & People Management

Prepare for and actively participate in PADR personal development review / appraisal process in line with service development and organisational policy, reflecting on own achievements and key learning experiences over the previous 12 months against performance and objectives set.

Responsibility for ensuring own career development is maintained through appropriate training opportunities to evaluate currency and sufficiency of own knowledge.

Proactively seek development opportunities both internally/externally to broaden existing knowledge, skills and expertise through networking, shadowing, informal and formal training sessions, coaching, attending conferences/regional meetings and undertaking formal qualifications.

Maintain a portfolio of appropriate evidence to support agreed PADR, demonstrating growth and development, which is presented as part of the personal development review process.

Provide timely feedback to colleagues by sharing the key learning outcomes / benefits.

Support the recruitment process as appropriate within the post and support the induction of new staff.

Information Processing

Responsible for the successful rollout of all new electronic systems within the service, from the initial planning stage to full dissemination within teams.

Co-ordinate and ensure the Head of Service receives relevant performance information outcomes/quality outcome measure to ensure robust performance management.

Responsible for coordinating data and ensuring this data is communicated in line with local policy. Ensure that data and information is fed into the wider reporting systems in line with specified timescales. The integrity of the information will be maintained consistent with legislation, policies, and procedures by ensuring the highest standards of information governance.

Design and create reports using the most appropriate computer software packages, analysing, and presenting findings in a variety of formats.

Liaise with the relevant Administrator to ensure that all members of the team are working pro-actively and inputting information accurately and completely, consistent with legislation policies and procedures.

Monitor the collation of information on behalf of Head of Service, confirming that the data/information is set out in the format agreed and reports any quality issues as appropriate.

Responsible for identifying and investigating problems and queries with relevant others to ensure effective management of the service business function.

<u>PERSON SPECIFICATION</u>			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Appropriate degree level qualification or equivalent experience</p> <p>RSA III or equivalent demonstrable experience of typing plus experience of working in an administrative / business environment</p> <p>Fully proficient in the use of IT software packages including Microsoft365, Word, Excel, PowerPoint, Email, Electronic diaries and Internet</p> <p>Ability to collate, analyse and draw conclusions from data and present reports in a variety of formats</p>	<p>Experience of working in partnership with stakeholders</p> <p>Management qualification</p>	<p>Pre-employment checks</p> <p>Application Form</p>
Experience	<p>Significant experience in an Administrative/Business role</p> <p>Extensive previous experience of working with healthcare</p> <p>Experience of taking and transcribing detailed minutes</p> <p>Awareness of Data Protection and confidentiality legislation</p> <p>Experience of report writing and excellent organisational and planning skills</p>	<p>Previous experience of working in a Psychology and Psychological Therapy service setting</p>	<p>Application Form and Interview</p>
Aptitude and Abilities	<p>Excellent organisational, interpersonal, and negotiating skills with an ability to communicate effectively with a range of internal and external personnel</p> <p>Ability and credibility to cultivate relationships with all levels of staff</p>	<p>Ability to speak Welsh</p> <p>Ability to deal with highly complex and emotive issues</p>	<p>Interview</p> <p>Application Form</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities cont'd	<p>Excellent verbal communication and presentation skills</p> <p>Ability to work on own initiative with minimal supervision and as part of a wider team</p> <p>Ability to write and present reports and proposals</p> <p>Highly professional, positive approach</p> <p>Awareness of personal and political sensitivities and ability to adapt accordingly</p> <p>Innovative and constructive approach to project management</p> <p>Flexible and adaptable to meet competing priorities</p> <p>Ability to listen to the needs of others</p>	<p>Commitment to developing positive attitudes towards challenges and change</p> <p>Positive attitude and good sense of humour</p>	
Values	<p>Demonstrate PTHB Values</p> <p>Able to prioritise work and meet deadlines</p> <p>Ability to exercise tact, diplomacy, and confidentiality</p> <p>Demonstrate the ability to supervise and motivate staff</p> <p>Ability to train and co-ordinate a team</p>		Interview Application Form
Other	<p>Present self in a professional manner at all times</p> <p>Able to work flexibly in line with service need</p> <p>Ability to apply excellent attention to detail and accuracy</p> <p>Ability to multitask and cope with high levels of work</p>		Application Form and Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with their organization's Compliance Notice under the Welsh Language Standards, as well as any local policies with regards the Welsh language; as well as taking every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **indirect contact** with patients / service users / vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Standard Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart



