

Job Description

Job Title:	Ward Administrator
Band:	3
Responsible to:	Senior Administrator
Department:	Mental Health Inpatients Wards
Directorate:	Older Peoples and Adults Community Services

Our Values

	Behaviour	How we will demonstrate this behaviour
Professionalism	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
Respect	We will create positive relationships	By being kind, open and collaborative
Innovation	We are forward thinking, research focused and effective	By using evidence to shape the way we work
Dignity	We will treat you as an individual	By taking the time to hear, listen and understand
Empowerment	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

Job Purpose

- The post holder will be responsible for providing efficient, effective and timely administrative support to the ward staff.

Key Responsibilities

Clinical / Service Specific

1. Provide full administrative support to the ward staff, word processing of all forms of correspondence, reports and summaries that are required by the team.

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2. Act as first point of contact for all staff and visitors to the ward, answer telephone calls within the defined timeframe. Taking messages from the public, health colleagues and other agencies, passing on messages appropriately.
3. Enter data on to the computerised system, producing daily bed state information.
4. Collating Sit Rep and Resilience information in accordance with the Trust.
5. Maintain systems of recording patient admission and discharge status in liaison with the ward and discharge planning team.
6. Compile data on admissions and discharges using SystemOne.
7. Attend and book rooms for team meetings, take minutes and distribute minutes.
8. Undertake training and mentoring of new administration staff as directed by Line Manager.
9. Provide cover as directed by Line Manager for other members of the team in their absence and assist with their workloads as necessary, this may mean commuting to another location.
10. Report maintenance and equipment faults to facilities and monitor completion of work and repairs.
11. Auditing of Falls CQUIN and Environmental Checklist.
12. Maintain filing in both paper and electronic records, ensuring that it is kept up to date at all times in accordance with Trust policies and procedures.
13. Enter Patient survey's and compliments on to the Meridian database.
14. Ordering / receipting stores on Oracle and maintaining all stock levels.
15. Inputting and updating Patient information and activity on SystemOne.
16. Reporting any IT issues using Digital Desk.
17. To book hospital transport / interpreters for Patients.
18. Keep a safe record log for banking and retrieval of Patient's money and valuables.
19. Safe keeping and auditing of financial funds.

Human Resources

1. Provide and receive regular supervision in accordance with good practice guidelines and Trust policy.
2. Provide occasional cover for shortages caused by annual leave or sickness. This should be escalated to Line Manager.

Training & Development

- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.
- Ensure to take responsibility for own personal development.

Quality & Patient Safety

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.

- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting Datix policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients / clients, visitors and staff.

General

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

Equality & Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

To be noted:

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other ad hoc duties, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

Person Specification

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Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • Educated to GCSE standard • NVQ 2 in Administration or Customer Services • Good command of written English 	
Experience	<ul style="list-style-type: none"> • Experience of working in a busy and demanding office / customer facing environment • Experience of planning and organising own workload • Minute taking of regular team meetings, weekly and monthly • Knowledge of Microsoft Office software 	<ul style="list-style-type: none"> • Experience of supporting a multi-disciplinary team • Previous experience of working within an NHS ward
Skills & Abilities	<ul style="list-style-type: none"> • Excellent customer care skills • Good IT skills (MS Office) • Excellent telephone manner • Ability to adopt an appropriate style and method of communication and deal effectively with people • Ability to work on own initiative 	<ul style="list-style-type: none"> • Knowledge of medical terminology • Knowledge of General Data Protection Regulations • SystmOne

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	<ul style="list-style-type: none"> • Ability to work under occasional pressure / stress • Good listening skills • Flexible approach to work • Ability to deal with typing letters which may contain distressing information • Ability to work as part of a team • Professional attitude towards Patients and their families • Friendly and approachable 	
Knowledge & Understanding	<ul style="list-style-type: none"> • Understanding of confidentiality and the importance of maintaining confidentiality for patients 	
Physical Requirements	<ul style="list-style-type: none"> • Ability to spend prolonged periods using a computer • Being present on the wards • Being proactive in maintaining your own wellbeing 	
Other	<ul style="list-style-type: none"> • Positive approach to older people • Recognise people's right to privacy and dignity, treating every person with respect • Willingness to embrace integrated model and new ways of working • May be required to travel and work between teams, where necessary 	

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.