

JOB DESCRIPTION

Job Title:	Senior Administrator
Band/Pay:	Band 3
Department:	Business Support

Children and Family Health Devon has been tasked with catalysing the collaboration and integration across the full health, education, care and voluntary sector to have a long-lasting impact on every child and family's future health, happiness and aspirations. Children and Family Health Devon is part of an Alliance that is unique and brings together six leading providers of adult and children's community, acute and mental health services in Devon:

- Torbay and South Devon FT
- Devon Partnership NHS Trust
- Royal Devon and Exeter FT
- Northern Devon Healthcare NHS Trust
- University Hospitals Plymouth NHS Trust
- Livewell South West

....along with key voluntary sector organisations:

- Young Devon
- Vranck House
- XenZone

...and, academic partners:

- University of Exeter
- University of Plymouth
- Marjon University

This Alliance has designed a system-wide service model to deliver integrated, coordinated support wrapped around the child, young person and family. It has been specifically designed to respond to all elements of the commissioner's strategy and specification along with the vision and strategic direction of the STP. It builds on our strong relationships across education, health, social care and voluntary sector services in Devon, and, most importantly, it has been developed and refined in partnership with children, young people and their families/carers.

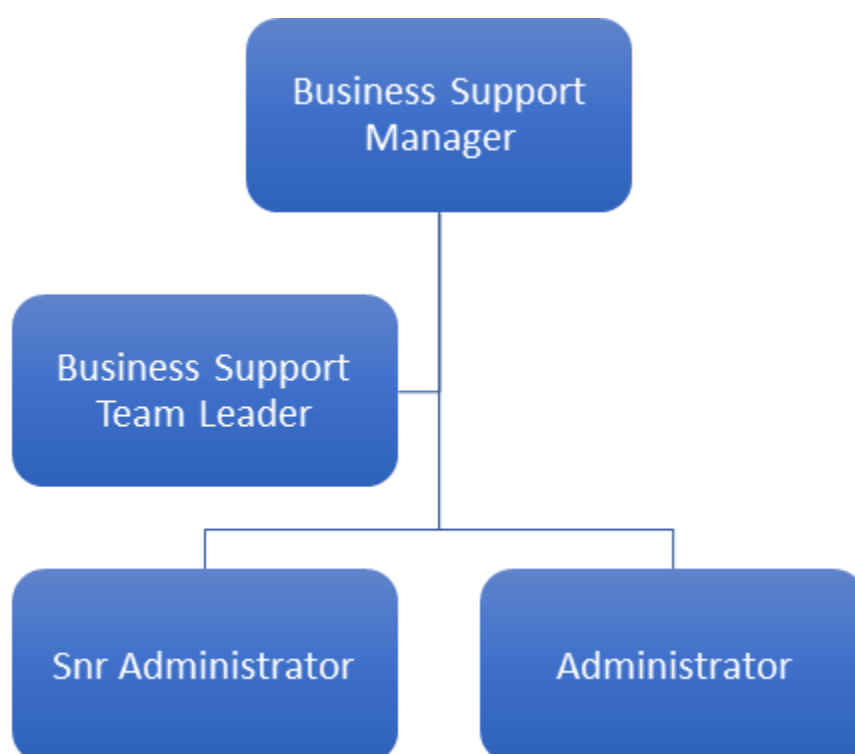
Our Children and Young People say...

“We would like the people who work for Children and Family Health Devon to be understanding, patient and respectful. They should be trustworthy and make us feel safe and comfortable.

It is important that they use their skills and experience to listen carefully in a non-patronising and non-judgemental way. When staff are positive and friendly, they help to create an environment that is informal and without pressure”.

The core value of Children and Family Health Devon is that all staff will actively seek the views of children, young people, parents and carers in a variety of ways and use this feedback to develop their own practice and support the development of the service as a whole. This aspect of the work will be central within all supervision and appraisal processes.

Business Support Team:



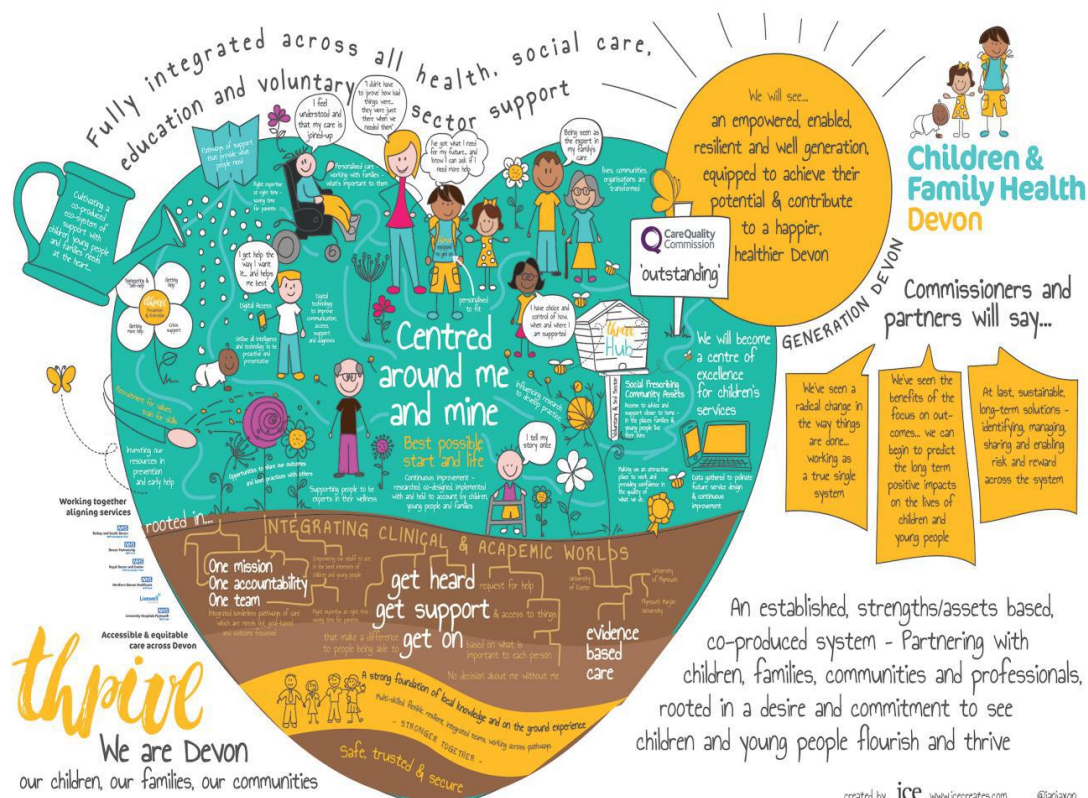
Job overview

The Senior Administrator will be part of a wider Business Support function.

Main duties of the job

Have a key role in providing secretarial, administrative and organisational support across the full range of office and service activities, including the smooth running of the office, reception and front of house duties and secretarial/administrative support to a range of frontline clinicians & managers.

About your new team and department



Detailed job description and responsibilities

Communication and Working Relationship Skills

- Maintain effective working relationships with colleagues within the Organisation. In particular, work with managers and senior practitioners to ensure that statutory and other timescales for tasks are achieved.
- Maintain effective communication with line manager to ensure that tasks are prioritised and resourced effectively.
- Ensure that high standards of customer service are provided by communicating effectively and appropriately with service users, colleagues, managers and a range of professionals from within and outside of the organisation.
- Advise managers and practitioners at all levels within the service area on queries and issues relating to IT systems, processes and procedures.
- Support and advise lower banded Business Support staff on aspects of their roles, responsibilities, tasks and workload as required (under the guidance of line manager).
- Attend and actively contribute to a range of meetings to represent the Business Support function as required.
- Carry out reception duties effectively including answering the telephone, taking accurate messages, greeting visitors, responding to queries.
- Maintain the quality of own work and support direct reports and colleagues to do the same.

Analytical and Judgemental Skills

- The post holder is required to use his or her personal judgement to escalate or refer issues to colleagues/managers within the guidelines provided by their line manager.
- Deal effectively with routine situations without further escalation (within the guidelines provided).
- Support lower banded staff in handling routine situations under guidance from line manager.
- Organise and take appropriate notes or minutes at a range of meetings (some of which may involve sensitive and personal information about staff or service users) as agreed by line manager.

Planning and Organisational Skills

- Organise own day to day tasks and responsibilities and prioritise appropriately.
- Notify line manager of any identified gaps in service provision (e.g. reception cover).
- Organise meetings or other events as requested by line manager or other relevant manager.

Responsibility for Patient/Client Care, Treatment and Therapy

- ☐ Provide non-clinical information (within the organisation's guidelines) to service users, colleagues and other professionals.

Responsibility for Policy and Service Development Implementation

- Contribute to service development by making suggestions and expressing views about how systems and processes can be improved, and with the agreement of the Locality Business Support Manager, put these into effect.
- Report suggestions made by service users and visitors to line manager.
- Participate in service development projects/initiatives as requested by line manager.
- Contribute to the improvement of quality in own service area by reporting and resolving issues and making suggestions for improvement to the Locality Business Support Manager.

Responsibility for Finance, Equipment and Other Resources

- Support managers and practitioners with procuring/arranging services such as transport, accommodation, placements and meeting rooms.
- Co-ordinate the sourcing, completion, processing and distribution of standard forms and documents.
- Monitor and order stationery and office/clinical supplies (expenditure to be authorised by line manager or Business Support Manager).
- Carry out duties in relation to the administration of petty cash on site (e.g. refunds of travel expenses to service users) in line with the organisation's policies and procedures.

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

- Attend statutory and mandatory training as required.
- Maintain a high standard of personal development.
- Participate and contribute to supervision sessions with line manager.
- Attend and contribute to team meetings.
- Support new and existing colleagues as directed by line manager.
- Contribute to the induction and training of new staff as directed by line manager.

Responsibility for Information Resources and Administrative Duties

- Be proactive in ensuring the accuracy of data on the organisation's systems and databases and take appropriate action in case of concern or issue.
- Accurate data input to key IT systems and databases. This will include scanning and attaching documents, creating patient records, updating personal information relating to service users, generating standard letters and discharging cases.
- Ensure paper and/or electronic systems and kept up to date and accurate.
- Typing for practitioners, including audio typing if required.
- Maintenance of filing systems including keeping filing accurate, up to date, archiving and adhering to file retention policies.
- Operate and maintain a range of statutory, regulatory and corporate business processes and systems as required.
- Operate and maintain effective administration systems to support managers and practitioners.
- Diary management for specified clinicians.
- Photocopying and scanning.
- Processing incoming and outgoing mail.

Responsibility for Research and Development

- Take responsibility for the collection of data required for audit purposes by the Locality Business Support Manager or other relevant manager.
- Participate in audits relating to service area or own work as directed by line manager.
- Supports feedback from service users by complying with the organisation's requirements (e.g. Friends & Family Test).

Freedom to Act

- Be proactive in highlighting areas of concern within the Business Support service and act accordingly (within the guidelines of the organisation and under the guidance of line manager).
- Adhere to the organisation's policies and procedures.
- Carry out duties within the guidelines provided by line manager.
- Deal with routine matters within the guidelines provided by line manager and escalate non routine issues to colleagues/managers as appropriate.
- Prioritise own workload on a day to day basis.

Any Other Specific Tasks Required

Health, Safety and Security

- Adhere to the organisation's policies and procedures in relation to health and safety.
- Assist in maintaining the health and safety of self and others.
- Report risks to health and safety to line manager or other manager as appropriate.

Equality, Diversity and Rights

- Act in ways which support and promote equality, and value diversity in own work.
- Challenge bias, prejudice and intolerance if appropriate.

The postholder is required to work flexibly and provide cover for other Business Support colleagues as required to ensure that service priorities and workloads are maintained.

The postholder is required to undertake any additional duties as delegated by their line manager or Business Support Manager.

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

Equality & Diversity

Child and Family Health Devon, and the Organisations that form an alliance around the service, are committed to recruiting and supporting a diverse workforce and so we welcome applications from all sections of the community regardless of age, disability, sex, race, religion or sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. The Service expects all staff to behave in a way which recognises and respects this diversity in line with the appropriate standards.

Recovery

It is a requirement of all employees to have an understanding of the broad principles of the Recovery Approach and to incorporate them into every aspect of their work in support of the Trust's aim to provide services that support people's recovery through being holistic and promoting social inclusion, self management, personal autonomy and independence.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with the Employer's policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance, Compliance and Performance

The post holder will be responsible for proving that the Care Quality Commission outcome areas have been met in all registered/related activities for which the post holder is responsible. Where outcomes are not met the post holder is expected to put in place/recommend action to improve. The post holder will proactively seek and engage the support of the governance teams in the Compliance and Corporate Development directorate to gather information as required. The post holder will build an understanding of and adhere to the CQC guidelines as well as the Employer's guidelines on the approach to maintaining CQC registration.

Prevention and Control of healthcare Associated Infection

The post holder is expected to comply with the Employer's Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Employer operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Service or when outside on official business. Staff must also be mindful of public perception and must therefore not smoke whilst travelling in Service identified vehicles or when you can be identified as working for Child and Family Health Devon.

Policies & Procedures

Child and Family Health employees are expected to follow their Employer's policies, procedures and guidance as well as professional standards and guidelines. It is your responsibility to read and familiarise yourself with all policies relevant to your job role. These can be found on the Employer's intranet site or via your line manager. You will also be required to comply with any training needs that arise from reviews or variations of policies and procedures.

Safeguarding

Safeguarding is part of everyday practice and all Child and Family Health Devon's employees are required to work in accordance with policies, procedures and professional codes to safeguard people who use our service, their families and carers from abuse. All staff should have the knowledge and skills to work in such a way as to reduce the likelihood of abuse, be alert to, and take appropriate action in relation to, safeguarding issues. Where staff are unsure what appropriate action to take, they should always escalate their concerns and speak to a senior member staff.

Conflict of Interests

You may not without the consent of the Employer engage in any outside employment and in accordance with the Employer's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust.

Health and Safety

You must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety precautions for yourself and others and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Wellbeing

Our commitment to staff health and wellbeing looks at supporting our staff as 'whole' individuals. Staff are asked to be open about wellbeing issues at work, and have a responsibility to look after and manage their own health and wellbeing and to be mindful of the health of others. Preventative discussions are encouraged with line managers and staff asked to seek support and advice when mental health or physical health issues start to develop so that support can be accessed.

Infection Control

The post holder, whether clinical or non-clinical, is required ;-

- To undertake all mandatory and essential training in Infection Prevention and Control.
- To familiarise themselves with and adhere to current Infection Prevention and Control policies relevant to them and their area of work.
- To take responsibility to ensure the workplace is kept clean and tidy so that it is safe for all other users of that area.
- To communicate any identified infection risks to the Infection Prevention and Control Team and where appropriate report any Healthcare Associated Infections in line with the Trust's Incident Reporting Policy.
- To take part in the safety improvement projects related to infection prevention and in particular follow the Trust requirements regarding hand hygiene.

Freedom of Information

You should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and are responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	Good general education e.g. GCSEs or equivalent.	NVQ level 3 Business Administration or equivalent experience.
Knowledge and experience	<p>Computer Literate</p> <p>Good working knowledge of Microsoft Office packages including Outlook, Word, Excel.</p> <p>Willing to undertake training relevant to the post</p> <p>Clerical, administrative or reception experience (minimum 1 year).</p>	<p>Good knowledge of a wide range of office procedures</p> <p>Clerical, administrative or reception experience (minimum 2 years). Experience within a customer care, healthcare, education or social care setting.</p>
Specific Skills	<p>Effective interpersonal, organisational and communication skills.</p> <p>Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing.</p> <p>Ability to work as part of a team.</p> <p>Responsive attitude to delegation of tasks.</p> <p>Punctual, cheerful, reliable and dependable.</p>	<p>Ability to support and advise lower banded staff.</p> <p>Ability to delegate tasks.</p> <p>Minute taking.</p> <p>Interested/enthusiastic about working within our services.</p>

	<p>Reliable and flexible.</p> <p>Ability to work with discretion, sensitivity and maintain confidentiality.</p> <p>Good planning and organisational skills and ability to meet deadlines.</p> <p>Ability to prioritise and manage workload within a busy environment.</p> <p>Able to contribute to the changing demands of the service.</p> <p>Demonstrates a positive commitment to upholding the Organisation's equality and diversity policies.</p> <p>Smart Appearance.</p>	
Requirements due to work environment/conditions	<p>Accurate and efficient IT and keyboard skills.</p> <p>Willing to travel to work at other sites to cover absences, for training etc.</p>	

Physical skills	Accurate and efficient IT and keyboard skills.
Physical effort	Use of VDU more or less continuously.
Emotional effort	Processing (e.g. typing/transmitting) news of highly distressing events.
Mental effort	Attend/minute meetings, check documents.