



## Secure Services and Offender Health

<b>Job Title:</b>	<b>Team Administrator</b>
<b>Grade:</b>	<b>Band 4</b>
<b>Reporting to:</b>	<b>Business Support Manager</b>
<b>Accountable to:</b>	<b>Psychology/OT Administration Manager</b>
<b>Location:</b>	<b>Secure Care and Offender Health</b>

### Job Purpose

To provide a comprehensive secretarial, administrative and support service to the Psychology and Occupational Health Team located at the Tamarind Centre and Ardenleigh. To assist them in achieving the objectives of their roles, organise their workload and liaise with all relevant and appropriate services.

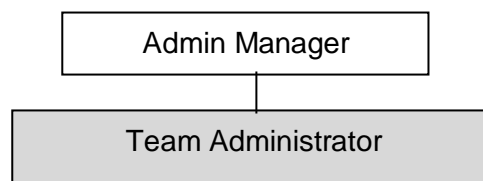
### Job Summary

To support the Psychology and OT Lead and respective teams by providing a confidential, professional and competent administration service. The post holder will also be required to work on their own initiative and plan work in accordance with the needs of the service, prioritising as necessary, often dealing with frequent interruptions.

The post holder will also proactively identify any areas of improvement and development of administrative and clerical support systems and procedures.

To act as the focal point of contact for the service and be responsible for the dissemination of information, messages and enquiries for the team, liaising with team members, other health professionals and staff and any other appropriate external agencies.

### Organisational Chart



## **Communications and Working Relationships**

### **Internal:**

Wide range of departments and personnel.

### **External:**

Service Users, carers, visitors, Ministry of Justice, Police, Police Liaison, Courts, Solicitors, GPs, Probation Officers, other NHS personnel and various outside agencies.

## **Principal Duties and Responsibilities**

The post holder will be responsible for undertaking a wide range of administrative and secretarial duties which include:-

### **Communication**

- To act as the focal point of contact and be responsible for the dissemination of information, messages and enquiries for the Psychology and OT Leads and Teams, resolving queries, taking messages and communicating them in a timely and effective manner, as appropriate
- Arranging meetings, taking formal minutes of meetings and circulating documentation in a timely manner
- Maintaining good working relationships with all members of the team, ensuring a full and effective communication system is maintained.
- Jointly with other members of the team, maintain a pleasant working environment and present a professional, friendly and helpful attitude when dealing with colleagues, patients and visitors
- To ensure confidentiality at all times and that all information remains secure, seeking advice from a senior member of staff before releasing any personal data.
- To liaise with a wide range of personnel, including those at a senior level within the service, together with a wide range of outside agencies and organisations
- The post holder will be required to have excellent communication skills and be able to remain calm when dealing with distressing and/or sensitive telephone conversations.

### **Organisational**

- Responsible for providing a confidential secretarial and administrative service to the Psychology and OT Leads and Teams.
- Word texting/processing, as required, to include digital dictation, prioritising workload whilst ensure a high degree of accuracy.
- Attend weekly team meetings and monthly governance meetings, taking minutes and distributing as necessary. Organising venues and timetable of forthcoming meetings.
- Maintain and update the Psychology and OT Lead's and Team's electronic diary, in addition to co-ordinating and maintain diaries for the service..
- Responsible for maintaining a filing system, ensuring all documents are filed in an orderly and accurate manner and stored securely.
- Be expected to undertake necessary routine correspondence under their own initiative (with minimal supervision) and to prioritise own workload on a daily basis, responding quickly and appropriately to urgent queries and referring the team, where necessary.
- To co-ordinate the arranging of appointments, to include booking rooms and sending out appointment information
- To maintain stationery supplies and effective utilization as well as an inventory of equipment and requisition repairs, when required.
- To order supplies through the NHS supplies ordering system including managing invoices and liaising with finance
- To manage the petty cash float and keep an audit as required.
- Update and maintain personal files, with a record of change of details, sickness, annual

leave, appraisals and training.

- Implement systems to monitor staff leave/absences and training requirements to meet the needs of the role.
- To establish and maintain systems to assist the staff to manage their workload efficiently and effectively.
- Maintain a record of regular management supervision/clinical supervision
- Collect, distribute and redirect all mail, date stamping as necessary
- Responsible for liaising with new clinical staff with regards to administrative procedures
- To contribute and work toward the service aims and objectives
- Be responsible for reading, understanding and complying with all relevant policies and procedures
- The post holder, as an individual, is required to understand their responsibility for respecting and promoting issues of equality, diversity and rights in accordance with good practice and legislation
- To take responsibility for continuously auditing all administrative systems within the remit of the post, in light of good practice
- The post holder is responsible for maintaining and conducting oneself in a professional manner towards colleagues and other agencies.

### **Information Technology**

- Be responsible for ensuring they are proficient in the use of Microsoft Office Software, including Word, Excel and Power Point packages for corresponding, storing and producing documents and information, as required.
- Responsible for accessing Patient Records System to enter and look up relevant patient information, produce standard reports.
- Ensure KPI information is entered in a timely fashion, meeting data quality timelines.
- Maintain data quality and report/adjust as is required to maintain high standards of data information
- To input and update data of patients in the prison into the database for statistic purposes and providing quarterly report for commissioning purposes

### **Education and Research**

- The post holder will be required to participate in the collection of data, where appropriate.
- The post holder is responsible for participation in the appraisal and regular supervision process, identifying their own mandatory professional, personal development and training needs.
- The post holder is responsible for participating in and contributing to new ways of working and service modernisation, where appropriate.
- To attend statutory and mandatory training as directed
- To undergo any professional training courses required to enhance knowledge and skills to uphold qualifications for the post
- To attend regular 1:1 meetings with the Psychoogy and OT Leads, as directed.

### **Departmental**

- To liaise with all disciplines to ensure the smooth running of the service.
- To undertake any new service improvements/modernisations initiatives
- To adapt well to change in the light of the developing service
- Actively support and take note of the need to work in line with the Lone Working Policy.

### **General**

- Develop key and enabling relationships with employees as individuals to value their contribution and improve their experience of working for the Trust;
- Expect to use own initiative and work independently seeking advice and guidance from line manager, using own judgment as required and respond to enquiries without the need to refer to line manager to achieve agreed goals and targets;
- Act as an ambassador for the Trust and develop external networks ensuring continuous development and improvement of internal systems reflecting the best in the healthcare market;

To undertake other duties commensurate with this grade of post in agreement with your line manager.

#### **Vulnerable Adults, Children & Young People**

- All members of employees have a duty to safeguard and promote the welfare of vulnerable adults, children and young people in all relevant areas of their work. This will include timely attendance at relevant training events and compliance with the Safeguarding Procedures.

#### **Control of Infection**

- All employees whether clinical or non-clinical are required to comply with the The Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance;
- Therefore the post-holder is expected to keep service users, visitors, themselves and other employees safe by continuously reducing the risk of healthcare associated infections.

#### **Risk Management and Health and Safety**

- The post-holder will ensure compliance with the Trust's risk management policies and procedures; these describe the Trust's commitment to risk management, the recognition that our aim is to protect service users, employees and visitors from harm, and stress that all employees have a responsibility to minimise risk. The post-holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

#### **Governance Standards**

- Comply with the relevant Governance Standards applicable to the Trust as communicated to the post-holder from time to time.

#### **Records Management**

- Maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.

#### **Freedom of Information**

- Provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.

#### **Standards of Professional and Business Conduct**

- The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including service users, relatives and suppliers. The post-holder will also be required to comply with the Code of Conduct for NHS Managers and/or the relevant professional Codes of Conduct.

#### **Data Protection**

- Comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information.

#### **Security**

- Comply with Trust policies to ensure there is a safe and secure environment that protects service users, employees and visitors and their property, and the physical assets and the information of the organisation.

#### **Equal Opportunities**

- BSMHFT is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability. All employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination.

#### **Health and Safety**

- Staff must ensure that they are familiar with the requirements of the Health and Safety at Work Act (1974), the Trust's Health & safety policies/codes of practice or regulations applicable to the work place.

#### **Training, education and development**

- All staff are required to participate in any necessary training and development, to keep up to date with the

requirements of the job.

### **Smoking**

- The Trust operates a No Smoking policy.

### **Mobility**

- This is a Trust wide appointment and travel around the Trust may be required.

### **Confidentiality**

- All Trust employees have both a common law duty and a statutory duty of confidentiality to protect patient (and indeed any personally identifiable) information and only use it for the purposes for which it was intended. The disclosure and use of confidential patient information needs to be both lawful and ethical;
- All the above activities are governed by the operational policies, standing financial instructions, policies and procedures and standards of the Trust as well as legislation and professional standards and guidelines;
- The unauthorised use or disclosures of patient or other personal information is regarded as gross misconduct and will be subject to the Trust's Disciplinary Procedure and, in the case of both computerised and paper-based information, could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

### **Flexibility**

- BSMHFT is currently working in a climate of great change within the NHS. It is therefore expected that all employees will develop flexible working practices both within the Trust on a cross-Unit basis, and across Trust's and other organisations to meet the challenges and opportunities of working within the new NHS, which could include taking on new and changed responsibilities, according to the needs of the Unit;
- This job description is a reflection of the current position and a summary of the key tasks and may change in light of the developing organisation and in consultation with the post holder; It is the practice of the Trust to regularly examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed or to incorporate whatever changes are being proposed; This procedure is jointly conducted by each manager and those working directly to him or her; You will therefore be expected to participate fully in such discussions and in connection with them and to help re-write your job description to bring it up to date if this is considered necessary or desirable; The aim is to reach agreement on reasonable changes, but if agreement is not possible the Trust reserves the right to insist on changes to your job description after consultation with you;
- Work will be managed rather than supervised.

## **Job Description Agreement**

Budget Holder ..... **Signature**

..... **Name**

Post Holder ..... **Signature**

..... **Name**

**Date** .....

Birmingham and Solihull Mental Health Foundation NHS Trust is a major NHS Trust located conveniently to the centre of Birmingham, as a Trust we pride ourselves on the unique environment, which exists, for all our staff.

An environment where innovation is encouraged, hard work rewarded and where our staff, play an inclusive role in new developments.

**Prepared by:** Carolyn Mullett  
**Designation:** Business Support Manager – SCCS  
**Date:** November 2013