



JOB DESCRIPTION

Section 1	
JOB TITLE:	Bank Administration Support Worker
PAY BAND:	Band 3
Section 2	
LOCALITY / DEPT:	Staffing Resilience Service
ACCOUNTABLE TO:	Service Manager
REPORTS TO:	Staffing Resilience Manager/Team Manager
RESPONSIBLE FOR:	None
JOB SUMMARY:	To provide the service's clinical staff with effective, efficient and confidential administration and clerical services as part of the secretarial team. To contribute to the smooth running of the service by the accurate inputting of data to the department's client information system, and prepare reports as required. To process referrals efficiently according to standard administrative procedures and to support and maintain communications and recording procedures as required.
LIAISES WITH:	Administrative and clinical colleagues, service users, and members of the public.
Section 3	
Key responsibilities:	
General	
<ol style="list-style-type: none">1. To undertake word processing of correspondence, agendas, minutes and reports, (includes audio and copy typing as required).2. To prioritise own workload.3. To receive telephone calls and visitors to the department, take messages and action as necessary, including direct contact with service users who may sometimes be distressed.4. To be responsible for processing referrals through the office paper and electronic administration systems.5. To input data accurately and be conversant with the provision of statistical information as required.6. To maintain current and archive filing systems, maintaining strict confidentiality at all times.7. To take minutes of team meetings and produce sets of minutes for distribution.8. To undertake photocopying as required.9. To distribute mail within own area.10. To contribute to maintaining the client information racks/holders in the waiting areas and staff notice boards in the department.11. To be conversant with the procedures for the ordering of stationery/non stock items, manpower management services (as requested by Locality Lead) keeping of departmental staff/internal library records.	

Section 4

1. HEALTH AND SAFETY

All staff has a general duty to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions. All safety rules, regulations and codes of practice relating to the work area should be observed.

2. INFECTION PREVENTION AND CONTROL

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection prevention and control at all times, thereby reducing the burden of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Hygiene Code - Code of Practice for the Prevention and Control of Healthcare Associated Infections (DH 2008).

All staff employed by Cheshire and Wirral Partnership NHS Foundation Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas, between each service user contact and after any clinical or cleaning task.
- Staff members must attend mandatory infection prevention and control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to others have a duty to contact the IPCT and Occupational Health.

3. EQUALITY AND DIVERSITY

To value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.

4. COMPETENCY OF HEALTH PROFESSIONALS

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in Continuing Professional Development.

5. STAFF INVOLVEMENT - INDIVIDUAL RIGHTS & RESPONSIBILITIES

To work in partnership to achieve service objectives and promote a culture of working together through good communications, openness and honesty.

6. SAFEGUARDING

Everyone within CWP has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Every adult has a responsibility to protect children and as employees of the Trust we are duty bound always to act in the best interest of a child about whom we may have concerns.

7. KSF

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

8. SUPERVISION

To take responsibility for personal development by accessing appropriate supervision and personal development as per CWP supervision policy.

Section 5**PERSON SPECIFICATION**

	<i>Essential</i>	<i>Desirable</i>	<i>Method of Assessment</i>
Qualifications	<ul style="list-style-type: none"> • Good general education to GCSE level grade C or equivalent. • Either RSAll or ECDL. 	<ul style="list-style-type: none"> • NVQ Level 2 Administration or Customer Care 	<ul style="list-style-type: none"> • Application Form
Knowledge and Expertise	<ul style="list-style-type: none"> • Excellent Word Processing Skills • Understanding of the workings of a database. 	<ul style="list-style-type: none"> • Knowledge of Microsoft Office including Access, Excel and Powerpoint. Networks, e-mail and internet 	<ul style="list-style-type: none"> • Application Form and Interview
Experience	<ul style="list-style-type: none"> • Experience, as a member of a team, in a busy office environment 	<ul style="list-style-type: none"> • 3 year secretarial experience or 2 years NHS experience, preferably in a mental health setting 	<ul style="list-style-type: none"> • Application Form and Interview
Analytical and judgemental skills	<ul style="list-style-type: none"> • Sensitive to client needs • Flexible approach • Ability to work under pressure 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Interview
Personal skills	<ul style="list-style-type: none"> • Able to undertake highly confidential work • Excellent telephone skills • Excellent personal communication skills 	<ul style="list-style-type: none"> • Being able to cope with change effectively • Willingness to undertake further personal development training. 	<ul style="list-style-type: none"> • Interview

To be completed by HR

Job Number:		Version No:		Issue Date:	
KSF Number:		Version No:		Issue Date:	
Jurisdiction of JD:					