

JOB DESCRIPTION

JOB TITLE:	CAMHS SCAS Team Administrator
BAND:	4
HOURS:	15.0 Wednesday, Thursday & Friday 9.30-2.30pm
LOCATION:	67 High Street Dunstable Beds
DEPARTMENT:	Child and Adolescent Mental Health Services
DIRECTORATE:	Specialist Services
REPORTING TO:	Admin Team Lead
ACCOUNTABLE TO:	General Manager

JOB SUMMARY

Introduction

Bedfordshire & Luton Child and Adolescent Mental Health Service (CAMHS) is part of the East London NHS Foundation Trust & provides community based services for children and young people with mental health problems across Bedfordshire and Luton. The services are made up of various multi-disciplinary teams including Eating Disorders (ED), Emotional & Behavioral (E&B), Adolescent Mental Health including Crisis (AMHT), Neurodevelopment (NDT) and a CAMHS Access Service (CAS) which includes dedicated workers within Primary Care and Schools, Looked After Children (LAC) Bedfordshire and Mental Health Schools Team (MHST), GP Liaison Service, and the Front Door Referrals Team (SPOE).

We are committed to working in partnership with service users, their families & their social networks to provide treatment to young people suffering from mental health disorders including Depression, Psychosis, Eating Disorders, Self-Harm and Emotional Problems. At CAMHS we work with children and young people up to the age of 18.

Our clinical teams rely on efficient administration systems and processes. This includes accurate data collection & accurate data reporting, an analytical approach to understanding themes & trends, efficient electronic case management, & efficient electronic administrative system management.

Job purpose

This post will be based in Dunstable 67 High Street Dunstable Beds, providing general administration for the SCAS (School CAMHS Access Service), covering Reception. Also to provide cover during annual leave and sickness periods when necessary.

The post holder will be required to work in a busy and demanding environment and should be able to work without direct supervision and to exercise initiative. The ability to multi-task is also essential.

The post requires the ability to work on own initiative and to liaise effectively with a broad range of professions and to maintain client confidentiality.

To work alongside and to cover, when appropriate, other administration staff across several locations in some instances.

The post holder is accountable & responsible for:

- Providing a comprehensive administrative service including processing all reports, correspondence & documentation, & related photocopying, scanning, etc.
- To cover Reception and greet Professionals or Patients.
- Receiving & dealing with incoming calls to the service

- Efficient collection, input & recording of case management data in line with service requirements
- Identifying case management data entry issues & dealing with as appropriate
- Assisting the General Manager/Operations Manager with preparation of statistical data & reports for analysis

Key relationships:

- Child and Adolescent Mental Health Service multi-disciplinary teams
- General Manager
- Operations Manager
- Other Trust Departments including IM&T; Supplies; Estates & Facilities; and Training & Development
- Coborn Adolescent Service
- Primary Care and Acute Hospital Trusts
- Professionals working with children, young people and their families in Luton including professionals from Health, Social Service, Education and the Voluntary Sector

MAIN DUTIES AND RESPONSIBILITIES

Information	<ul style="list-style-type: none"> • To assist the Admin Lead, to ensure the required data and KPI submission are submitted with all required data & within the required time scale • To work with staff to ensure data is correct & complete in line with service requirements • To provide information reports as required by the Senior Management Team • To undertake audits of the administrative systems including data quality checks, office procedures, etc. • To manage the Reception area greeting patients, professionals.
Electronic case management	<ul style="list-style-type: none"> • To use the electronic case management system to input data accurately & in a timely manner • To train staff to use the electronic case management system effectively • To ensure efficient collection, input & recording of case management data • To ensure that data & recording requirements are fulfilled & that information is shared & disseminated in a professional & timely manner • To maintain systems for data & information collection • To undertake the in-putting of activity data on to the appropriate database, & to assist in the collation of statistical information for the purpose of contract & quality monitoring • To troubleshoot problems reported by ELFT users & escalate issues/refer on as appropriate, e.g. to system provider/IT
Administrative	<ul style="list-style-type: none"> • To provide a comprehensive administrative service, including processing all reports, correspondence & documentation including medical prescribing, legal reports and reports relating to child protection work, referrals and administrative letters, arranging appointments, booking rooms & related photocopying, scanning, etc.

	<ul style="list-style-type: none"> • To take & relay clear messages. This includes handling queries from other professionals & obtaining information to enable these to be dealt with as effectively & speedily as possible • To ensure all administrative systems are managed electronically where possible. • To ensure all incoming post is date-stamped & distributed to the appropriate persons, & out-going mail is sorted according to internal, external departments & relevant agencies • To provide clerical support to unit members including opening, withdrawing and closure of case records and filing. • To maintain office systems & ensure information relating to service users is accessible to relevant staff, ensuring confidentiality at all times • To book interpreters & translators for clients appointments & monitor confirmation of & action as appropriate • To ensure there is an adequate supply of all office items including stationery supplies, information leaflets, etc. available for colleagues & service users • To co-ordinate the collection & update of patient information database systems ensuring data quality is monitored & any concerns raised • To undertake general office duties including: photocopying, collating & binding of documents, laminating, faxing, etc. as required • To provide administrative support for presentations including setting up of equipment, providing handouts & refreshments as appropriate • To develop & maintain information-gathering systems for the team & as required, prepare reports & audits from the data gathered • To ensure regular maintenance of non-clinical equipment within the team, ensuring that equipment is reported for repair as necessary & that the office is kept clean and tidy at all times. • To alert professionals/line manager of possible emergency or urgent referrals and to keep staff up to date regarding changes of arrangements, messages, emails or other correspondence.
Communication	<ul style="list-style-type: none"> • To communicate effectively with a wide range of people from different backgrounds. Dealing sensitively and tactfully with clients and their parents/carers in person, or on the telephone. • To take and relay clear messages. This includes handling queries from other professionals and obtaining information to enable these to be dealt with as effectively and speedily as possible. • To deal sensitively with children, young people and their parents/carers who may be distressed. To exercise judgment when dealing with inquiries and resolve patient problems by providing information and advice regarding appointments or the service as appropriate, or by passing on to the appropriate team member.
General	<ul style="list-style-type: none"> • In carrying out the above duties the post holder will:

	<ul style="list-style-type: none"> • Work in accordance with the appropriate ELFT policy and procedure at all times. • Work flexibly across operational sites as required • Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision • Seek to improve personal performance, contribution, knowledge & skill • Participate in appraisal, training & supervision processes • Keep up-to-date with developments in services, legislation & practice relevant to the relevant client group • Contribute to maintaining safe systems of work & a safe environment • To participate in activity monitoring & basic audit as required • To liaise with Estates & Facilities regarding facilities used by the service • To report to line manager any issues that are of concern relating to health & safety of the building • To arrange appointments & bookings for the service • To communicate effectively with a wide range of people from different backgrounds, dealing sensitively & tactfully with clients & their parents/carers in person, or on the telephone • To deal sensitively with service users or their carers/relatives who may be distressed. To exercise judgment when dealing with inquiries & resolve patient problems by providing information & advice regarding appointments or the service as appropriate, or by passing on to the appropriate team member • To use information technology for a range of purposes • To have excellent verbal, written & communication skills • To induct new staff to appropriate administration systems • To have the ability to remain calm & sensitive in difficult & stressful situations • Undertake other duties appropriate to the level of the post
--	--

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..