

## OPERATIONS

### JOB DESCRIPTION AND PERSON SPECIFICATION

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JOB TITLE: Admin Support  
BAND: Band 2  
REPORTS TO: Band 3 Admin Support  
BASE: TBC

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#### **JOB SUMMARY**

Assist in the provision of an effective administrative service across all services in the building, to support the clinical functions of the Trust. Work in conjunction with colleagues, service users and stakeholders to provide an efficient clerical support service.

To ensure that a high standard of customer care is provided in all telephone and reception responsibilities using tact, discretion and sensitivity. To ensure positive promotion of Coventry and Warwickshire Partnership Trust values and vision.



Respect



Excellence



Integrity

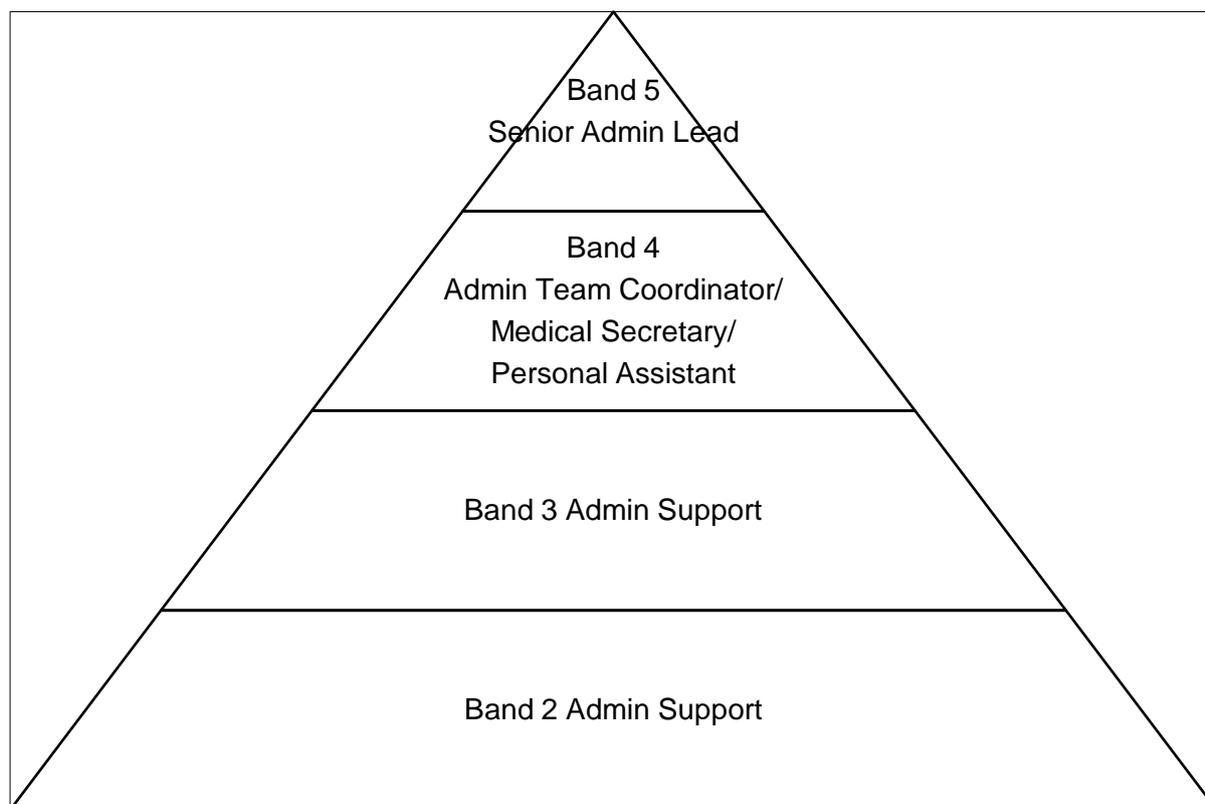


Collaboration



Compassion

## ORGANISATIONAL CHART



## MAIN RESPONSIBILITIES OF THE POST

### Organisational Values:



**Compassion** - We are compassionate, kind and caring to everyone, including people who use our services and people we work with.



**Respect** - We are civil and respectful. We celebrate diversity and always appreciate the views of other people.



**Excellence** - We always do our best and seek to achieve excellence in all we do. We innovate and try out new things, and when things don't go to plan we embrace this as an opportunity to learn and improve.



**Collaboration** - We take pride in involving people and working together as an inclusive team, both within our organisation, and in co-production with people who use our services, carers, partners, local community groups and others.



**Integrity** - We do the right thing and people can trust us. We are open, honest and transparent, even when things go wrong.

The overall activities of the post-holder will include:



**Respect**



**Excellence**



**Integrity**



**Collaboration**



**Compassion**

- Providing an efficient and professional administrative/reception service across all services in the building
- Word-processing including copy typing
- Handling all aspects of patient appointments via the telephone and face to face
- Cancelling and re-booking clinics / appointments as delegated by Supervisor / Line Manager
- Taking detailed messages via telephone or on reception , deal with them in a timely and efficient way and refer as appropriate
- Amending and sending out clinical documents (e.g. letters)
- Ensuring appropriate care records and files are available to clinicians (e.g. for inpatient and outpatient appointments and for ad hoc requests)
- Accurately inputting confidential data using a variety of Trust IT systems in a timely way.
- Booking interpreters and transport for patients as required
- Providing flexible administrative and reception cover as required to meet the needs of the services. This might occasionally involve working at another base in the local area during cross cover arrangements.
- Receive and open incoming post and take action as required

### **Communication**

- Liaise with staff, service users and stakeholders
- Provide excellent telephone skills
- Accurately record telephone messages and other enquiries and refer as appropriate
- Provide effective communication and problem solving both face to face and via telephone
- Be compassionate and sensitive to the requirements of staff, service users and stakeholders when communicating by telephone or face to face, including dealing with a difficult situation, eg. aggressive or demanding behaviour
- Attend admin team / departmental meetings on a regular basis. Contribute to building effective teamwork in exchanging views, ideas and communicating effectively
- Respect should be demonstrated to all service users and colleagues at all times

### Reception duties:

- Be responsible for receiving and signposting service users and visitors to the appropriate department / person within the building and undertake admin duties associated with their attendance
- To be the first point of contact on reception, demonstrating a friendly, approachable and professional manner at all times.



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## **Analytical and Judgemental Skills / Freedom to Act**

- Ability to make decisions and take actions within the team relating to routine enquiries, whilst receiving support and supervision
- Ability to recognise situations that should be referred onto the Supervisor / Line Manager and take prompt and appropriate action.
- Identify and promote best practice and innovation to improve efficiency and productivity

## **Planning and Organisational Skills**

- Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales
- Undertake work that has been prioritised by the Supervisor / Line Manager

Reception duties:

- Support all the departments and staff using the integrated receptions and admin service.
- Book and monitor room bookings.

Care records management duties:

- Ensure appropriate care records and files are available to clinicians (e.g. for inpatient and outpatient appointments and for ad hoc requests)

## **Physical Skills**

- Standard key board skills are required
- Use of Trust IT systems (eg. data inputting)
- Use of computer and telephone will largely be continuous
- Be familiar and competent with a variety of paper and electronic filing systems
- Manual handling of files, stationery and supplies

## **Responsibility for Patients / Clients**

- Contact with service users face to face and on the telephone in a sensitive and confidential manner.
- Provide patients with support, non-clinical advice and information on a range of issues including appointment queries

Reception duties:

- Act as Fire Warden and First Aider



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- Book patient transport and associated tasks

### **Policy and Service Responsibilities**

- Work collaboratively as part of an integrated team
- Work within and keep up to date with National and Trust legislation, guidelines, policies, procedures, protocols and code of conduct relating to own role
- Book flexible / agency staff as requested
- Participate in and contribute to the effective introduction of new systems and initiatives leading to the improvement and development of patient services

### **Responsibility for Financial and Physical Resources**

- Have a personal duty of care for all equipment and resources used
- Maintain stock control of stationery / clinical supplies

Reception duties:

- Follow Trust financial procedures in handling the sale of and money for service user supplies
- Log maintenance issues for the building(s) and follow-up outstanding maintenance jobs

### **Responsibility for Staff**

- Participate in the induction and training of all new members of staff
- Demonstrate own activities to new / less experienced staff

### **Responsibility for Information**

- Be responsible for confidentiality in line with Trust policy and procedures
- Accurately input confidential data using a variety of Trust IT systems in a timely way. Strictly adhere to Caldicott and the Data Protection Act
- Prepare and scan information onto the Trust IT systems
- Identify all outstanding data items in order to update patient / staff records as soon as possible
- Ensure all information held is kept up to date
- Be responsible for the quality of information
- Photocopy and distribute documents as required
- Shred and destroy confidential documentation in line with Trust policy
- Provide information / produce basic routine reports at an appropriate level under supervision
- Responsible for booking own annual leave/training etc into both E-Rostering and ESR adhering to confidentiality and only accessing the information required to fulfil the role / task



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- Be responsible for all aspects (as identified) in relation to care records preparation, such as verifying patient demographic details and making up patient and clinic files as required
- Occasionally, provide signposting and partner agency information to service users

#### Data input duties:

- Answer general questions and support staff to input data as appropriate
- Help staff use Trust IT systems to ensure data accuracy
- Submit accurate statistical returns, records and reports promptly as requested

#### Care records management duties:

- Be responsible for the lifecycle management of records in paper and electronic form
- Create electronic and paper care records for new patients to the standard Trust design.
- Maintain a confidential and efficient filing and maintenance system ensuring paper and electronic care records are up to date and available for staff as required. Including filing information into patient care records
- Request and ensure the return of patients' care records to the library / storage area, tracking the movement of records as appropriate
- Participate in the on-going archive process for paper care records

### **Research and Development**

- Undertake surveys and routine audits of own work as and when required

### **Physical Effort**

- Frequent sitting or standing in a restricted position
- Word-processing and inputting data. Repetitive movements as required for data input
- Required to stand whilst filing
- Work will be predominantly office based although travel to support services taking place at other Trust locations may be required

#### Reception duties:

- Required to be stationary at the reception desk

### **Mental Effort**

- Predictable concentration



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- Ability to check own work
- The post holder will have the ability to pay attention to detail where there are predictable interruptions to the work pattern
- Ability to work under pressure and deal with stressful situations

Data input duties:

- Need for accuracy and attention to detail
- Prolonged periods of concentration

### **Emotional Effort**

- Show empathy and compassion toward service users
- Indirect / direct exposure to distressing or emotional circumstances on a regular basis

### **Working Conditions**

- Required to use a computer continuously throughout the day.
- Most tasks keyboard based
- Potential exposure to verbal aggression via telephone calls and face-to-face contact

Reception/ward clerk duties:

- Possible risk of physical aggression from service users.

### **OTHER DUTIES**

1. The post holder will be required to use a computer, either a stand alone or as part of a networked system, and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.
2. The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
3. The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.
4. The Trust has a No Smoking Policy that prohibits any smoking whilst at work.
5. To follow and adhere to the Trust's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the work place.
6. The post holder is expected to contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity.



This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.

### **Safeguarding Children and Adults**

All Trust staff have a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards' policies and procedures and inter-agency guidance as identified in the Trust's Safeguarding policies and procedures.

### **Confidentiality**

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.

### **Data Protection Act**

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

### **Infection Control**

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.

### **Environmental Issues**

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.

Post holder's Signature:

Date:



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Post holder's Name:

Manager's Signature:

Date:

Manager's Name:



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## Person Specification

**JOB TITLE:** Admin Support – Band 2

		<b>HOW MEASURED?</b> A (Application form) I (Interview)	<b>WEIGHTING</b> 1 - Low 2 - Medium 3 - High
<b>Coventry and Warwickshire Partnership Trust Values</b>	Demonstrable ability to meet the Trust's Values		
	 Respect	A/I	3
	 Excellence	A/I	3
	 Integrity	A/I	3
	 Collaboration	A/I	3
	 Compassion	A/I	3
<b>QUALIFICATIONS</b> or equivalent qualification/ experience/ willing to work towards completion of this	Good General Education (eg. GCSE English and Maths)	A	3
	QCF Business Administration Level 2	I	2
	QCF Customer Service Level 2	I	2
<b>KNOWLEDGE &amp; SKILLS</b>	Good communication / customer care skills both written and verbal demonstrating sympathy and compassion	A/I	3
	Standard keyboard / IT skills	A/I	3
	Ability to manage and prioritise own workload/use own initiative	A/I	2
	Good organisation skills and ability to multitask	A/I	2



		<b>HOW MEASURED?</b> A (Application form) I (Interview)	<b>WEIGHTING</b> 1 - Low 2 - Medium 3 - High
	Ability to deal professionally with enquiries from staff, service users and stakeholders	I	3
	Ability to problem solve	A/I	2
	Understand confidentiality and apply the principles in every day working practice	A/I	3
	Ability to pay attention to detail where there are predictable interruptions to the work pattern	A/I	3
	Ability to deal with stressful situations and sensitive issues	A/I	2
<b>EXPERIENCE</b>	Experience of working with a range of Microsoft Office packages (eg. Word, Excel and Outlook)	A	3
	Experience of using Trust IT systems	A	1
	Experience of working in a busy office / customer care environment	A/I	2
	Experience of working in Healthcare	A	1
<b>PERSONAL ATTRIBUTES</b> <i>(not covered by values)</i>	Work effectively and flexibly as part of a team to meet the needs of the services	A/I	3
	Confident in dealing with people at all levels	A/I	2
	Must be able to demonstrate an understanding of equality and diversity	I	3
<b>OTHER</b> <i>(Please specify)</i>	Willing to undertake a DBS (Disclosure and Barring Service) enhanced clearance	I	3
	Experience of cash handling	A	1
	Ability to travel to multiple sites	A	2
	Ability to work from home where applicable	A	2



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