



## JOB DESCRIPTION

<b>Job Title:</b>	Team Secretary/Administrator
<b>Band:</b>	Band 3
<b>Reporting to:</b>	Hub Admin Lead
<b>Accountable to:</b>	Support Services Manager
<b>Location:</b>	Integrated Community Care and Recovery

### Job Purpose

To provide a comprehensive administrative and secretarial support service to the Community Mental Health Team. To operate within the Division's/Team's systems and act as part of a wider administration/secretarial team.

### Job Summary

The post holder will be responsible for undertaking a wide range of administrative and secretarial duties, which includes the receipt of all correspondence, including referrals, ensuring the appropriate action is taken. Processing of clinical letters, reports, case summaries and other correspondence as required by the clinical team.

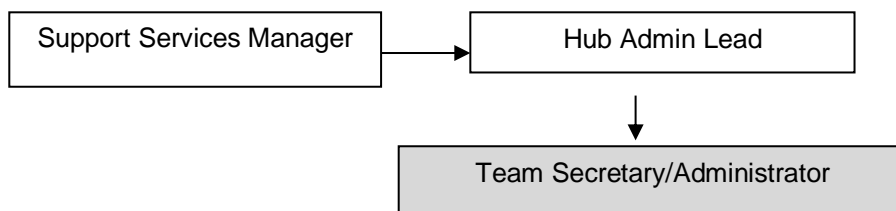
To act as the focal point of contact and be responsible for the dissemination of information, messages and enquiries for the Community Mental Health Team.

To provide cross cover and support to other teams in the event of absence planned or otherwise.

Liaising with multi-disciplinary team members, other health professionals and staff within the trust, GP's, Social workers, Service users, Carers and other appropriate agencies.

### Organisational Chart

Department organisation chart, which identifies where the vacancy is and reporting relationships



### Key Communications and Working Relationships

**Internal:** Team Managers and members of the Community Mental Health Team, Consultants/doctors, other internal health/clinical professionals and trust administration staff

**External:** GP's, Social Workers, patients, carers, other external health professionals and outside agencies, and external suppliers.

## **Principle Duties and Responsibilities**

### **Communication**

The post holder will work closely with other members of the admin team:

- To maintain confidentiality in relation to patient information and records at all times
- To deal with all telephone calls to the Community Mental Health Team in a professional/appropriate manner, using own initiative.

### **Organisational**

The post holder will be responsible for providing a comprehensive secretarial service which includes:

- Responsibility for the receipt of correspondence and recording of all post to the management Team
- Word processing of correspondence, letters, reports, including the use of audio typing via digital dictation systems.
- Co-ordinating and sending out correspondence and reports for the clinical team in a timely and efficient manner
- Arranging appointments for the clinical team, booking rooms, booking interpreters and arranging the appropriate equipment.
- Taking informal notes of meetings, circulating appropriate documentation, as and when required
- To be responsible for the accurate filing into the care record and timely retrieval of the same when requested by a member of the team
- Maintenance of an Office Diary to record all types of leave and absence for team managers and meeting information accordingly.
- Ordering and maintaining stationery/non-stock
- To receive referrals, organising urgent referrals as a priority, to allocate and book appointments
- Responsible for dealing with all enquires and correspondence made by post, email or telephone, prioritising accordingly all correspondence and message, drawing attention to any marked "urgent"
- Inputting of activity data on the patient registration system according to trust timelines
- Responsible for organising meetings including CPAs and Care Reviews and setting up rooms in readiness, e.g. notes, documentation, etc., ready for staff's use.
- Utilise the Trust's electronic systems including e-series and NHS supplies to assist the team manager and CMHT on a day to day basis.
- The Post holder will be required to provide cover for other members of the admin team during periods of leave and sickness absence.
- To undertake word processing, photocopying, scanning, e-faxing and administration work in connection with patient correspondence
- To ensure all notice boards within CMHT department are updated and maintained with current information.

### **Information Technology**

- The post holder will be required to use Trust Software, Microsoft Outlook to receive and send electronic mail as required.
- The post holder is responsible for ensuring they are proficient in the use of Microsoft Office Software, including packages for corresponding, storing and producing documents and information as required.
- To input patient information onto the patient registration system (RIO).
- To input discharge transfer information onto the Patient registration system at the direction of the team manager.
- To ensure the care records are tracked through ECRT (Electronic Care Record Tracking) system as per instructions.
- Ensuring all KPI information is entered in a timely fashion according to Trust timelines.
- To access and produce reports via the Insight system as requested by the team manager.

**Training**

- To assist in the training of new and temporary administration staff in office procedures as required.
- To participate in the Appraisal/PDP process, identifying own professional and personal development and training needs.
- The post holder will attend appropriate in-house training courses as required.
- To attend regular supervision meetings.

**Risk**

- To participate in ensuring the CMHT Personal Safety Policy is adhered to, taking appropriate action (per procedure) as necessary.
- To draw to the attention of the team manager/admin lead any potential hazards, which may contravene fire, security or the Health and Safety at Work Act.
- To be aware of and adhere to Trust Policies and Procedures.
- Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children, safeguarding adults and the prevention and control of infection.
- 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.

**Departmental**

- To participate in any new service improvement/modernisation initiatives.
- To adapt well to change in the light of the developing service.
- To undertake any other duties as may be delegated by the Manager within the nature and band of the post.
- This job description is not intended to an exhaustive list of duties and responsibilities of the post and post holder may be requested to carry out duties appropriate to the grade of the post.
- The post may change over time to meet organisation/personal requirements and this job description may be changed after consultation with the post holder.

## GENERAL

### Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant trust policies are met in respect of information held on the Trust's computerised systems.

### Equal Opportunities

The Trust is committed to equality of opportunity. All staff is required to comply with current legislation, trust policies and guidance good practice and the NHS Executive's Planning & Priorities Guidance 1996/7.

### Conduct

It is expected that all employees will conduct themselves and represent the Trust in a responsible manner and comply with all policies and procedures;

### Risk Management and Health & 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 patients, 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 & Safety arrangements and take reasonable care of him/herself and the persons that may be affected by his/her work;

### Safeguarding

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 any timely attendance at relevant training events and compliance with the Safeguarding Procedures;

### Training, Education and Development

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying his or her own training and development needs to meet their KSF outline;

### Research and Development

Research and development is at the heart of providing effective treatment and high quality services, supporting a culture of evidence based practice and innovation amongst employees. All employees have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research or as research participants themselves;

### Control of Infection

All employees whether clinical or non-clinical are required to comply with 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 patients, visitors, themselves and other employees safe by continuously reducing the risk of healthcare associated infections;

As a manager the post holder is required to ensure that infection control responsibilities are clearly identified, allocated and understood within your team and that appropriate resource, training and support is provided to ensure that they are compliant with Trust policies and procedures on Infection Control and Hygiene;

As a manager the post holder is required to ensure that employees are supported in attending the necessary training and on-going professional development to support their responsibilities and ensure full awareness of infection control and hygiene;

### 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 Stranding Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, 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 patients, employees and visitors and their property, and the physical assets and the information of the organisation;

#### Smoking

The Trust operates a No Smoking Policy;

#### Mobility

This is a Trust Wide appointment and travel around the Trust may be required;

#### 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-directorate 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 changes responsibilities, according to the needs of the directorate;

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 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;

#### Environment

BSMHFT is a major NHS Trust and we pride ourselves in the unique environment which exists for all employees. An environment where innovation is encouraged, hard work rewarded and where our employees play an inclusive role in new developments;

#### 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.

This job description is indicative only, and the post will continue to evolve as the Trust's priorities develop. It will therefore be revised in consultation with the post holder from time to time and not less than annually. You may also be required to provide cover in other areas following appropriate discussion.

### **Job Description Agreement**

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

..... **Name**

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

..... **Name**

**Date** .....

Birmingham and Solihull Mental Health 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** : **Emma Black/Joanna Mitchell**  
**Designation** : **Hub Admin Leads**  
**Date** : **November 2017**