

### Job Description

<b>Post Title</b>	<b>Team Administrator – Liaison Service</b>
<b>Band</b>	<b>3</b>
<b>Directorate</b>	<b>Salford</b>
<b>Location/Base</b>	<b>Salford Royal Hospital</b>
<b>Responsible to</b>	<b>Senior Administrator</b>
<b>Accountable to</b>	<b>Performance and Admin Manager</b>
<b>Hours of Duty</b>	<b>37.5hrs per week</b>

#### Job Summary/Purpose

To provide an efficient administrative service for the Team including processing referrals, typing of clinical correspondence, minute taking and other administrative duties. Ensure effective communication with the team staff and service users in order to ensure the smooth running of the Liaison Service.

In order to meet the needs of the Trust services, you may be required from time to time to work outside of your normal area of work. The Trust reserves the right to change your normal area of work to any other location within the Trust footprint.

### Main Duties & Responsibilities

<b>Heading</b>	<b>Duty/Responsibility</b>
<b>Responsibility to Patient Care</b>	<ul style="list-style-type: none"> <li>• Typing of all clinical correspondence.</li> <li>• Undertake audio/typing clerical duties for all staff in Liaison team including minutes, clinical letters, reports, referrals, and discharge correspondence.</li> <li>• Liaise with General Practitioners and outside agencies, including Police, Social Services and other hospitals.</li> <li>• Maintain and update electronic patients records and filing systems involving the use of Trust PARIS system and Salford Royal Hospital Trust Sunrise system.</li> <li>• Input referrals to the service onto electronic system and follow referral procedures.</li> <li>• To support Consultants/practitioners in weekly Board rounds</li> </ul>
<b>Planning and organising</b>	<ul style="list-style-type: none"> <li>• Typing of clinical correspondence for Manager and Team</li> <li>• Ordering and management of the team stationery, assuring stock levels remain appropriate.</li> <li>• Ordering and management of the service resource material, assuring stock levels remain appropriate.</li> <li>• Identification of any other issues that may pose a risk to the service users, carer, or delivery of service.</li> <li>• The taking and typing of minutes for team meetings and ad hoc meetings on request.</li> <li>• Undertake recording of clinical activity/statistical information for the purposes of service audit and evaluation</li> <li>• Faxing clinical correspondence and referrals in line with the Trust</li> </ul>

	<p>Safe haven policy</p> <ul style="list-style-type: none"> <li>• Provide a comprehensive administrative service to the MDT.</li> <li>• Devise and maintain filing systems appropriate to the service and compliant with information governance guidance.</li> <li>• Oversee the day-to-day work and delegation of work appropriate to banding of other clerical and temporary staff working within the Team.</li> <li>• Arrange meetings, training sessions and travel for the service.</li> <li>• Any other duties commensurate to the role.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Ensure trust guidelines, policies and procedures regarding confidentiality, disclosure information and the Data Protection Act are observed at all times.</li> <li>• Undertake training to ensure they are fully aware of booking policies within the Trust.</li> <li>• Ensure letters are sent to service users and GPs.</li> <li>• Identify and report all facility issues in line with local procedure.</li> <li>• Deal with telephone enquiries ensuring prioritising telephone calls, including distressed service users, carers and relatives and ensure the team are aware of the urgency.</li> <li>• Accurately record and communicate all messages.</li> <li>• Distribute mail on a daily basis.</li> <li>• Attend regular administrative meetings to ensure good communication within the service.</li> </ul>
<b>Analysis and Data Management</b>	<ul style="list-style-type: none"> <li>• To be conversant with all functions of the PARIS system and have the ability to interrogate other relevant systems as appropriate.</li> <li>• Ensure all demographic details are up to date at the point of referral to ensure all details are entered into the EPR System</li> <li>• To be conversant with all reporting tools used by the Business Intelligence Department and analyse this data to ensure targets are met both locally and nationally.</li> <li>• To ensure data is entered onto the PARIS system in a timely manner as stated in the Trust policy.</li> <li>• To ensure policies and procedures are followed with quality standards met and submitted to the relevant manager in a timely manner.</li> <li>• Coordinate and dissemination of the production of information for statistical purposes.</li> <li>• Validation of data quality and other reports for data completeness.</li> </ul>
<b>Partnership Working</b>	<ul style="list-style-type: none"> <li>• To adhere to the Code of Conduct for Administrative Staff.</li> <li>• To work together with the Senior Administrator to provide a flexible response to the changing demands of the service.</li> <li>• To provide cover for other administrative support staff, as and when required during annual leave, sickness, and training.</li> <li>• Actively assist in promoting and fostering good working relationships and practices within the service for all service users.</li> <li>• Delegate duties appropriately to grade within the administration team.</li> <li>• Support any new initiatives in regard to recording and monitoring.</li> <li>• Working collaboratively with the Health &amp; Social Care Teams to provide an MDT approach to Service User care.</li> </ul>

<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• To take responsible care for the health and safety of the post holder and others affected by their actions.</li> <li>• To work and use all equipment in accordance with safe operating procedures and Trust's code s of practice.</li> <li>• To report all accidents, incidents, and omissions to the manager.</li> <li>• To attend all training identified as being appropriate by the line management team.</li> <li>• Identifying and reporting any in-house problems to Estates and other Organisations when the need arises.</li> </ul>
<b>Freedom To Act</b>	<ul style="list-style-type: none"> <li>• To support and attend training identified as being appropriate by the line management teams.</li> <li>• To work within Trust policies and procedures</li> <li>• To be guided by precedent and occupational procedure. Priorities are set but post holder will manage own workload and work independently.</li> </ul>
<b>Trust Mandatory On-going Requirements - to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage</b>	<ul style="list-style-type: none"> <li>• To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager.</li> <li>• To understand and comply with all Trust policies, procedures, protocols, and guidelines.</li> <li>• To understand the Trust's Strategic Goals and how you can support them.</li> <li>• To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding.</li> <li>• To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles.</li> <li>• To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders.</li> <li>• To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role.</li> <li>• Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors, or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission.</li> <li>• To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date.</li> <li>• To ensure their day-to-day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager.</li> <li>• Take reasonable care of the health and safety of yourself and other persons.</li> <li>• To contribute to the control of risk and to report any incident, accident or near miss.</li> <li>• To protect service users, visitors, and employees against the risk of acquiring health care associated infections.</li> </ul>

	<ul style="list-style-type: none"><li>• To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.</li></ul>
--	--

**Further Information for Postholder(s)**

This job description is not exhaustive but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holder's period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.