

Job Description

R & S 2

JOB TITLE Support Service Team Administrator - Receptionist

DEPARTMENT Forensic Services

BAND 2

REPORTS TO Support Services Team Leader

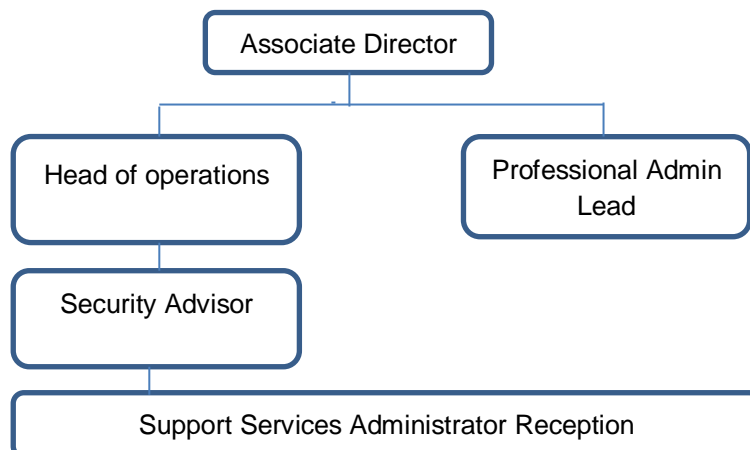
OPERATIONALLY RESPONSIBLE TO Security Advisor

PROFESSIONALLY RESPONSIBLE TO Professional Administration Lead

LOCATION Clifton House York

JOB PURPOSE – The job holder will work as part of a team to provide an efficient and effective reception service to the site, and its clinical teams under the direction of the Security Advisor, and in line with the agreed job plan.

STRUCTURE –



DUTIES AND RESPONSIBILITIES

1. Communication/Relationship Skills

- The job holder will have daily telephone and face to face contact with service users and visitors.
- The job holder will have regular contact with other departments within the Trust and with other agencies.
- Attend meetings as required keeping themselves updated with service issues and developments.
- The information will be of a confidential and sensitive nature and will require handling in accordance with Trust Information Governance policy. The job holder will be required to meet NHS standards for confidentiality and information sharing.
- The job holder will take accurate messages and will provide a customer focussed reception service as required.
- Effective working relationships will be developed with the direct line support, Support Service Team Coordinator, the Support Service team and clinical teams.
- There will be regular contact with other agencies and the development of good networking skills will be essential for advice and direction.
- The job holder will be expected to have a positive attitude towards colleagues, service users, visitors and best practice.

2. Knowledge, training and experience

The key knowledge, skills and experiences needed to undertake the role are, but is not exhaustive:

Knowledge

- Knowledge of general office duties (electronic and manual filing systems, faxing, photocopying etc.)
- Working knowledge of Microsoft Word and Microsoft Outlook
- Knowledge of other MS Office software (Desirable).
- Understands the responsibilities of working with confidential information
- Working knowledge of communication systems e.g. fax, e-mail, telephone
- Knowledge of Mental Health Services (Desirable).

Skills

- NVQ1 in administration or equivalent qualification or a minimum of 1 year experience.
- Ability to organise, create, file and retrieve electronic and manual records
- Word processing skills at RSA 2 standard or equivalent – tested.
- Demonstrate the following basic computer skills: MS Windows and device management e.g. printers, e-mail use and management (preferably MS Outlook), accessing the internet, use of web browsers.
- Good communication skills, verbal and written with service users, relatives and staff.
- The job holder will need to demonstrate good customer service skills.
- Can demonstrate above basic level numeracy and literacy skills

- Audio typing skills at any level (desirable)
- Can demonstrate attention to detail
- Good organisational skills and ability to work under pressure.
- Ability to accept direction from the direct line support who will plan and organise the workload, which will include simple, straightforward and occasionally slightly more complex tasks and to have the ability to prioritise work and meet deadlines with direction from the direct line support .
- Can demonstrate the ability to work within a team and to communicate effectively within that team.
- Ability to make informed responses with regard to patient enquiries within the boundaries of the role.
- Can demonstrate attention to detail

Experience

- Data input experience.
- Shows empathy to the client group.
- Demonstrate a positive attitude towards the implementation of new systems and new ways of working.
- Flexible approached to hours worked
- Ability to cover for colleagues
- Previous experience of working within teams and contact with service users (Desirable)
- Previous secretarial experience (Desirable)

3. Analysis, Problem Solving and Judgmental Skills

- The job holder will be expected to make decisions within the boundaries of this role and with guidance from the direct line support.
- The job holder will be expected to understand and recognise urgent messages and the need for appropriate response and action within the boundaries of the role.
- You may be required to make simple judgements in relation to Single Point of Access which requires analysis against set criteria.
- The job holder will be expected to behave in a professional manner at all times.

4. Planning and Organisational Skills

- The job holder will participate in ensuring that information is kept up to date, relevant and that systems are maintained to facilitate the smooth administration of electronic systems currently being used.
- Provide admin and clerical support to the respective team of medical and clinical staff, including word processing, copy typing of letters, data input and reports, faxing, photocopying, opening of mail.
- To deal with telephone and personal enquiries from members of the public, GPs and other healthcare professionals. Provide non-clinical information and advice to patients and relatives within the boundaries of the role.
- The job holder will provide a customer focused meet and greet service to the service users, carers and visitors.

- Taking accurate messages, responding appropriately and passing information on in the appropriate manner.
- To carry out tasks as instructed by the direct line manager.
- To be aware of reception/secretarial/administrative policies within own area.
- To be aware of timescales and levels of urgency.
- To participate in making appointments, arranging CPA review meetings (face to face and video conferencing) as required.
- To work closely with peers ensuring that all systems and processes are maintained with regard to medical records.
- Participate in the maintenance of effective office systems.
- To be involved in arranging appointments and booking of transport as and when required as requested by members of the medical and clinical teams, where appropriate and in line with Trust Policy.
- With direction and instruction to collect information required for statistical analysis (Mental Health Minimum Data Set) and to collate information for forwarding to the Trust Information Department. To record and input onto computer any relevant data as directed by your direct line manager.
- To be actively involved in maintaining data quality at all times, ensuring accurate information is recorded on the Trust Patient Administration System.
- To liaise with the Support Service Information Officer regarding data input, data quality, retrieval and reporting, IT issues or electronic PAS issues.
- To assist in maintaining adequate supplies of stock items where appropriate.
- To provide cover for colleagues as required and to ensure the continued smooth running of the service.
- To undertake Fire Warden Training and to carry out weekly Fire Warden checks as directed by your direct line manager.
- To participate in the Trust's Personal Development Plan and Performance Review process and be responsible for own personal development, including attendance at relevant training courses.
- The job holder may undertake simple audio typing tasks as requested and under the guidance of the direct line manager.
- The job holder will undertake personal responsibility with regard to attendance at all identified mandatory training as indicated on their individual training passport
- To be responsible for own work area ensuring that it is appropriate and fit for purpose reporting any issues to the direct line manager.
- To support the Trust Wide Clinical Teams with all administrative tasks and duties, within the boundaries of the role and with day to day supervision provided by the direct line manager.
- To offer, where appropriate, basic IT support or signpost to relevant department for clinical or medical staff and new or less experienced administration staff.
- To use and offer support surrounding electronic data collection systems i.e. PARIS
- To ensure that peer to peer networking is implemented and maintained

• **Physical Skills**

(covers minimal demand for physical skills, standard driving/keyboard or advanced/highly developed physical skills such as hand-eye co-ordination, sensory skills, moving patients and surgical activities)

- This role includes the use of general office equipment

- **Patient/Client Care**

- (covers non-clinical advice, personal care, clinical care, implements or develops care packages/clinical technical services which are specialist or highly specialist)

- This role includes patient contact and non-clinical advice within the boundaries of the role.

- **Policy and Service development Implementation**

(covers responsibility for development and implementation of policies and/or services i.e. implements in own work area, policy/service development across own area/directorate/organisation)

- The job holder will contribute to team discussions relating to the implementation of new procedures.
- The job holder will support best practice by contributing to team discussions and sharing ideas.
- Where new systems are to be implemented the job holder will be expected to contribute and facilitate the implementation in a positive way including having the ability to articulate concerns and issues in a positive light.
- The job holder will be expected to identify any in-efficiencies within the area of responsibility and communicate concerns to the direct line manager.

- **Responsible for Financial and Physical Resources**

You will provide general day to day support and advice to new or less experienced admin support staff as indicated and supported by the direct line manager.

You will observe personal duty of care in relation to equipment and resources used in the course of work and ensure that equipment and facilities are used carefully and appropriately.

- **Responsible for Human Resources**

(covers management/supervision/coordination/teaching, training and development/ including dealing with HR issues such as grievance, disciplinary, absence management and appraisal)

- Not applicable to this role.

- **Responsible for Information Resources**

(covers computerised, paper-based and information systems i.e. records own generated information, data entry, create reports, design/development/use of information systems)

- Information and data will be completed in line with the boundaries of the role.

- **Research and Development (R & D)**

(covers informal and formal clinical or non-clinical R & D i.e. carries out audits, undertakes R & D, co-ordinates and implements R & D programs)

- Audits will be expected to be undertaken in line within the boundaries of the role

- **Freedom to Act**

(covers accountability for own actions and those of others, use of own initiative and act independently and the discretion to take action i.e. works with supervision or is guided by procedures, guidance by others, interprets policy and strategy)

- The job holder is able to work with indirect supervision and is guided by policy and procedures, guidance by others.

HEALTH, SAFETY & RISK MANAGEMENT

You must at all times comply with the Leeds and York Partnership NHS Foundation Trust Health & Safety Policies, in particular by following agreed safe working procedures and reporting incidents using the trust's risk incident reporting system.

You are required to inform the line manager of any safety issues that could affect you or others in the work place. You are responsible for your own Health & Safety and must co-operate with the management at all times in achieving safer work processes and work places, particularly where it can impact on others.

You will be trained in the correct use of any equipment provided to improve Safety and Health within the trust. You are required to use the equipment when necessary and as instructed; it is your responsibility to ensure the equipment is safe to use, prior to its use and must report any defects immediately to your manager.

You have a duty to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements

PLUS FOR SUPERVISORY GRADES ONLY

You are required to provide adequate supervision to ensure compliance with safe work practices.

You will be expected to carry out risk assessments, identify hazards in your work place, and evaluate the level of risk associated with identified hazards and implement adequate controls to eliminate or reduce the level of risk.

OR FOR MANAGEMENT GRADES ONLY

You are responsible for the implementation and adherence to trust Safety Policies and Procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes. Monitoring the effectiveness of any control measures implemented

You are to ensure suitable and sufficient equipment is provided to sustain the Health & Safety of staff, patients and visitors to areas within your remit

TRAINING AND PERSONAL DEVELOPMENT

You must take personal responsibility in agreement with your line manager for your own development by ensuring that continuous professional development remains a priority. You will undertake all mandatory training required for the role and participate in supervision/appraisal as necessary.

SAFEGUARDING

Any postholder within the organization will be expected to undertake safeguarding training (Children and Adults) appropriate to their role and adhere to policies and procedures relevant to the area they work in.

INFORMATION GOVERNANCE AND DATA QUALITY

CONFIDENTIALITY

You have a duty to protect the confidentiality of personal information you hold. You should respect patient confidentiality at all times, and protect, and not divulge patient information unless sanctioned by the requirements of the role.

DATA QUALITY

If your job involves collecting and / or inputting data into Trust information systems, and particularly if this relates to service users or other persons, then you must follow Trust policies and procedures to ensure the accuracy and completeness of this information.

Plus for supervisory and management grades

If you supervise or manage staff then you are required to ensure staff understand and comply with Trust policies and procedures concerning the collection and input of data into Trust information systems.

TRUST VALUES

You are required to act at all times in accordance with the Trust values of Improving Lives, Respect and Dignity, Compassion, Commitment to Quality of Care, Everyone Counts and Working Together.

EQUALITY AND DIVERSITY

You have a duty not to discriminate against service users/patients, staff or visitors and to adhere to equal opportunities and equality and human rights legislation.

SPECIAL WORKING CONDITIONS

This section should outline any particular physical or environmental demands of the job but only where this is objectively justified. For example the need to travel from site to site.

INFECTION CONTROL RESPONSIBILITIES

You have the following key responsibilities:

- You must wash your hands or use alcohol gel on entry and exit from all clinical areas and/or between each patient/service user contact.
- You have a duty to attend annual mandatory hand hygiene training (clinical staff) or three yearly mandatory hand hygiene training (non clinical staff) provided for them by the Trust.
- If you develop an infection (other than common colds and illness) that may be transmittable to patients you have a duty to contact Occupational Health or Infection Control and seek advice on its' management.
- Compliance with all infection control policies and procedures will form an integral part of the practice of all staff.

HIGH QUALITY PATIENT CARE

For clinical staff only

You will maintain the highest standards of care and service treating every individual with compassion, dignity and respect taking responsibility not only for the care you personally provide but also your wider contribution to the aims of your team and the NHS as a whole.

You will play your part in sustainably improving services by working in partnership with patients, the public and communities

RAISING CONCERNS

You should aim to raise any genuine concern you may have about a risk, malpractice or wrongdoing at work which may affect patients, other staff or the public or the Trust at the earliest reasonable opportunity. Please refer to the Trust's Whistleblowing/Raising Concerns Procedure

THE NHS CONSTITUTION

Staff within the NHS have legal duties under Section 9 of the NHS Constitution and these should be complied with. A copy of the Constitution can be found on the Trust's staff net or on the NHS Employers web-site.

LINE MANAGER'S NAME**SIGNATURE.....**
DATE.....