

## **JOB DESCRIPTION**

<b><u>JOB TITLE:</u></b>	Administration Officer
<b><u>GRADE:</u></b>	Band 3
<b><u>DEPARTMENT</u></b>	As Designated
<b><u>LOCATION:</u></b>	As Designated
<b><u>RESPONSIBLE TO:</u></b>	Administration Team Lead
<b><u>ACCOUNTABLE TO</u></b>	Administration Manager

## **MAIN PURPOSE OF THE JOB**

Facilitates excellent customer service, in person and on the telephone, following guidance and procedures delivered through in-house training and action planning

Provides proactive, comprehensive secretarial service and support, which may include handling enquiries, arranging clinics and meetings, supporting the Team Manager processing typing/checking documentation, processing mail, photocopying, binding, laminating, etc.

Provides agreed levels of support to the service to maintain cover in the absence of other administrative staff.

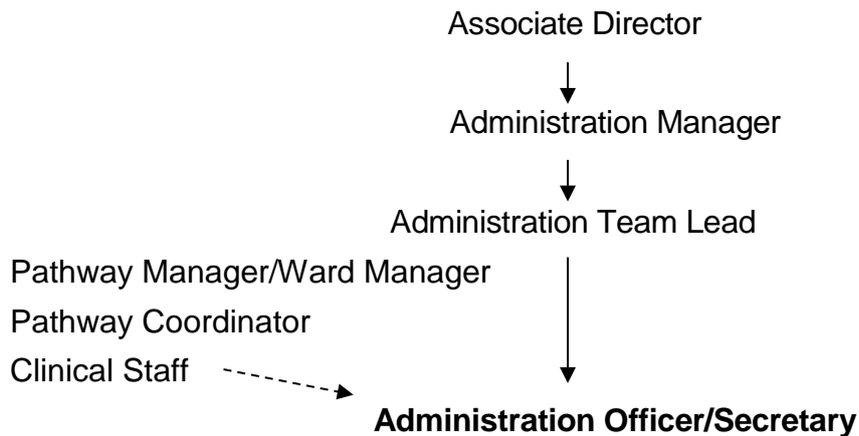
## **VISION AND VALUES**

**Our Vision is:** “To work together, with compassion and care, to keep you well over the whole of your life.”

### **Our Values are:-**

- Caring Compassionate
- Respectful
- Honest and Transparent

## ORGANISATIONAL CHART



## COMMUNICATION & RELATIONSHIPS

Facilitates excellent customer service, in person and on the telephone, following guidance and procedures delivered through in-house training and action planning

Deals effectively and efficiently with enquiries from patients, carers, members of the public, other agencies and employees of the Trust, as the first point of contact. Where appropriate to the team, handles enquiries about the referral process and waiting times on behalf of the clinical staff/Pathway Coordinator

Communicates effectively with patients and carers who often have mental health problems and/or learning disabilities, where there may be barriers to understanding, and using discretion in dealing with issues which are sensitive and confidential

A high level of sensitivity is required in dealing with patients who have significant mental health problems or are highly anxious, upset, unpredictable, angry or withdrawn

To liaise with NHS personnel at all levels, Social Services Departments, other NHS Trusts, patients and carers, Police, Universities, training and voluntary sector organisations on a daily basis, to provide and receive routine information orally, in writing or electronically, sharing information at appropriate levels whilst maintaining confidentiality at all times

Processes mail, inbound and outbound, ensuring all urgent correspondence is handled promptly and efficiently

Where applicable, maintains sets of Trust Policies and Procedures on behalf of the Ward/Team Manager, ensuring information is available to staff and kept up to date Works in liaison with other departments to ensure effective communication systems are maintained across the Trust. Assists in the operation of internal communication channels where appropriate.

## **KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**

Essential:

- General level of education to O-Level/GCSE or equivalent
- Previous secretarial or clerical experience
- Word-processing skills at Level 3 (OCR/RSA Level 3 or equivalent qualification(s) in relevant subjects e.g. NVQ Level 3 in Business Administration /NVQ Level 3 in Customer Care (or equivalent) but must include: 341 word Processing, 322 Text from notes, 432 text from audio) and/or demonstrable relevant experience
- Experience working with software packages including Microsoft Word, Excel, PowerPoint, and Patient Information Systems (e.g. RiO)
- An Audio Typing qualification or demonstrable equivalent experience
- Note-taking skills
- Knowledge of NHS Policies and Procedures
- Able to communicate effectively at all levels, both written and verbal. Excellent interpersonal and communication skills in dealing with patients, carers and professionals, in some cases where there are barriers to communication or understanding
- Good organisational and planning skills, using own initiative. Ability to prioritise and process information according to urgency.

Desirable:

- Knowledge and understanding of medical and/or specialised terminology
- Shorthand skills
- Experience in processing CPA, Mental Health Act and Safeguarding documentation
- Experience in managing and maintaining office systems
- Experience in using stock ordering and petty cash systems
- Experience of working with medical records filing systems.

## **ANALYTICAL AND JUDGEMENTAL SKILLS**

Uses judgemental skills on a daily basis in situations which require problem-solving, resolves conflicting diary appointments where necessary, schedules appointments/clinics/meetings using own initiative

Exercises judgement and initiative in making decisions on matters not normally within the scope of defined instructions or procedures. Takes responsibility for them and escalates them up the line where appropriate. In cases where a patient presents in person or on the telephone in extreme distress, threatening self-harm, etc the post holder will make a judgement on handling the situation within the parameters set out in pre-agreed guidelines and will immediately advise and / or refer to clinicians and managers as appropriate.

## **PLANNING AND ORGANISATIONAL SKILLS**

Prioritises own workload using own initiative

Organises documentation and types correspondence relating to patient appointments, reviews, meetings, Care Plans, CPA, Mental Health Act, Safeguarding, etc. in liaison with appropriate professionals (as relevant to patient group), working in a timely manner to ensure efficiency

Coordinates team referral system, or supports the PATHWAY Coordinator in this, highlighting urgent referrals promptly

Maintains diaries, using computer systems where available, and liaising with other professionals as appropriate

Plans for and supports the administration of a patient pathway (or part of), under the direction of the Administration Team Lead and/or Pathway Coordinator, to ensure information flow is timely

Schedules clinics, meetings and other appointments using own initiative and ensures accurate and appropriate information is available as and when required, venues are booked and resources prepared

Develops and maintains office systems and procedures, providing continuity and uniformity in methods, to ensure information is accurate and easily accessible, and to provide a smooth-running service

Assists managers in the preparation of rotas where necessary

Co-ordinates room bookings for own area where appropriate

Helps to organise parts of projects and events as required

Organises training, travel and accommodation on behalf of staff, following Trust Policies and Procedures

Assists the Manager in the administration of staffing issues, including time sheets, mileage, annual leave entitlement, sickness absences and reviews, training, induction, etc., and keeps confidential records of these, as required.

## **PHYSICAL SKILLS**

Advanced keyboard skills

## **RESPONSIBILITIES FOR PATIENT/CLIENT CARE**

Deals effectively and efficiently with enquiries in person and on the telephone, from patients, carers and staff, using discretion, sensitivity and tact as appropriate, and providing general non-clinical advice and information. Demonstrates excellent interpersonal and communication skills, and facilitates excellent customer service within own remit

Gathers non-clinical information from patients, as relevant to the service area, following agreed protocols and in-house customer care training.

### **POLICY AND SERVICE DEVELOPMENT**

Post holder works within, and adheres to, Trust Policies and Procedures to maintain consistently high standards

May be required to take part in continuous improvement activities and comment on change

Implements Policies and proposes changes for own work area.

### **FINANCIAL AND PHYSICAL RESOURCES**

Where applicable to role, makes payments to patients, carers and staff using Team's petty cash float, and handles patient valuables, following Trust Financial Procedures

Where appropriate, compiles stock and non-stock orders for the Team, as directed by the Administration Team Lead/Manager and/or Team/Ward Manager. Ensures stock is used appropriately with minimum waste

Arranges repairs or maintenance to equipment and buildings promptly to maintain a safe working environment, reports hazards promptly to managers.

### **HUMAN RESOURCES**

Participates in staff development and annual appraisal programmes, to maintain the highest standards of practice

Provides advice and training on own area of work to colleagues and new starters

### **INFORMATION RESOURCES**

Demonstrates proficient ability in the use of IT systems applicable to job role, e.g. Microsoft Word, Excel, PowerPoint, RiO, etc. and is able to solve simple IT problems for staff

Updates Patient Information Systems (e.g. RiO) accurately, making entries on behalf of clinical staff as directed, producing reports as required and maintaining confidentiality at all times

Maintains a comprehensive and accurate filing system to ensure all information is accessible when required

Distributes Trust information to staff on paper and via e-mail

Assists clinical staff in using performance systems/dashboards and resolving issues

Where appropriate, produces presentations and graphical information using a variety of

computer software including Microsoft PowerPoint and Excel, assists in the production of accessible information as required

Takes and transcribes formal minutes and/or audio-dictation as required by the service area, developing skills as needed

Ensures secure storage of resources and confidential information within own area.

### **RESEARCH AND DEVELOPMENT**

Contribute positively to all Quality Initiatives, taking part in surveys and audits, and contributing ideas to improve the quality of services.

### **FREEDOM TO ACT**

Manages own workload on a daily basis, objectives agreed with manager

Works independently without direct supervision, using own initiative, and is guided by Trust Policies and Procedures, and standards of good practice.

### **PHYSICAL EFFORT**

Required to sit at a desk for long periods of time

Occasionally lifts heavy patient files, pushes trolleys with case notes or equipment, regular filing, general handling of case records, occasionally re-arranges furniture in meeting rooms, may move case notes across own work site, all done using handling techniques learnt through mandatory training

Able to meet the mobility requirements of the post, in providing cover as agreed.

### **MENTAL EFFORT**

Concentrates for prolonged periods, e.g. when gathering patient information, typing complex, lengthy documents, or during taking and transcription of audio-dictation, handwritten notes or shorthand

Able to deal with a predictable work pattern with frequent interruptions.

### **EMOTIONAL EFFORT**

Able to deal with the distressing nature of reports and confidential information concerning patients and others, e.g. details of abuse, offending history, domestic violence, etc. Ability to use discretion with sensitive issues and uphold confidentiality is essential

Able to deal with occasional distressing incidents, e.g. dealing with visitors or telephone calls which may occasionally be distressing for the post holder, who will refer to Clinical staff, Senior Managers and/or Administration Team Lead/Manager for support wherever possible.

## **WORKING CONDITIONS**

Uses VDU equipment for prolonged periods on a daily basis

Occasional exposure to unpleasant working conditions, e.g. body smells, excessive noise, occasionally exposed to verbal aggression from patients or visitors, dependent upon service area.

## **SAFEGUARDING**

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

## **HEALTH AND SAFETY**

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

## **TRUST CLINICAL GOVERNANCE STRATEGY**

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

### **Information of a Confidential Nature or Access to Confidential Information**

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

## **INFECTION CONTROL**

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

## **CALDICOTT RESPONSIBILITIES:**

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

**ACCESS TO CONFIDENTIAL INFORMATION:**

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

**JOB DESCRIPTION AGREEMENT**

**Post Title:** .....

**Post Holder's Name:** .....

**Post Holder's Signature:** .....**Date:** .....

**Line Manager's Name:** .....

**Line Manager's Signature:** .....**Date:** .....

**PERSON SPECIFICATION**

	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b><u>Education and Qualification</u></b>	<p>Word-processing skills at Level 3 (OCR/RSA Level 3 or equivalent qualification and/or demonstrable relevant experience) eg; NVQ Level 3 Level 3 in Business Administration (or equivalent)</p> <p>Audio Typing qualification or demonstrable equivalent experience</p> <p>General level of education to O-Level/ GCSE or equivalent</p>	<p>NVQ Level 3 Level 3 in Customer Care (or equivalent)</p>
<b><u>Knowledge and Experience</u></b>	<p>Knowledge of NHS Policies and Procedures</p> <p>Working knowledge of Microsoft applications, including e-mail communication</p> <p>Ability to maintain and update Patient Information Systems e.g. RiO</p> <p>Good working knowledge of office procedures</p> <p>Previous secretarial/clerical experience</p> <p>Ability to uphold confidentiality at all times</p> <p>Able to prioritise and plan own workload</p>	<p>Experience in processing CPA, Mental Health Act and Safeguarding documentation</p> <p>Experience using stock ordering systems and petty cash systems</p> <p>Experience of working with medical records filing systems</p>
<b><u>Skills and Competencies</u></b>	<p>Excellent communication and interpersonal skills, both verbal and written</p> <p>Note-taking skills</p> <p>Good organisational and planning skills</p>	<p>Shorthand skills</p>

<b><u>Role/Team specific requirements</u></b>	Flexible attitude to cope with fluctuating workloads and the occasional requirement to cover other areas in cases of staff absence	
<b><u>Personal Characteristics</u></b>	Discrete in handling confidential and sensitive information	
<b><u>Additional Requirements</u></b>	Must be able to meet the mobility requirements of the post, in providing cover for other teams as and when agreed	