

Job Description

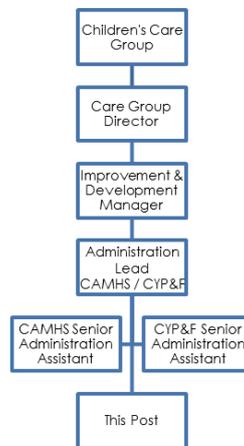
1. Job Identification

Job Title: Administration Assistant
Department: Children's Care Group
Band: Band 2

2. Job Purpose

To provide a comprehensive administration and clerical support service to an identified pathway within the Children's Care Group. This will include dealing with queries from the service users, inputting and updating data relating to Children, Young People and Families (CYP&F) and working with clinicians and partners for the service delivery.

3. Organisational Position



4. Scope and Range

To provide administration and clerical support to the identified pathway within the Children's Care Group Administration Team Hubs. The post holder will be the initial point of contact for both staff and general public. The pathways may be:



5. Main Duties / Responsibilities

- Provide a confidential, quality administrative service to an identified pathway within the Children's Care Group as part of Single Point of Contact Model.
- To communicate effectively, accurately and professionally, applying discretion and empathy where necessary, with written, telephone and face to face contact, with patients, visitors, other Trust staff and external agencies.
- Create and maintain, up to date computerised patient records and recall systems on SystemOne.

- Update new referrals on to SystmOne. Maintain current referrals and end where advised to do so.
- Provide an efficient and timely photocopying and scanning service to the team.
- Maintain, scan and file paper records and information as appropriate, in line with records management principles.
- Assist in the production of high quality documentation, using Microsoft Word and SystmOne, including confidential letters, non-accidental injury reports, case conference reports, housing reports etc.
- Liaise between clients, professional staff and other multi-agency partners e.g. Local authorities, Children's Centres, Schools, GPs and other partner agencies
- Deal with telephone enquiries in a courteous and efficient manner, recording messages as per agreed systems and escalating as per protocols.
- Book appointments, assessments and groups/clinics in line with contracted requirements and maintain appointment ledgers and recall systems on SystmOne.
- Assist in the implementation of and maintenance of tracking/case management processes to effectively support clinical service delivery to agreed timescales
- Ensure appointment letters, group/clinic invites and other relevant documentation are sent out in a timely manner as well as recorded and tracked via SystmOne.
- Maintain a rota and waiting list process on SystmOne
- Input data and collate statistics as required using appropriate methods such as SystmOne reporting.
- Input/update any relevant questionnaire response data onto identified templates / SystmOne Records.
- Support the monitoring of service email / text message inboxes and task lists, action accordingly in line with service protocols
- Send text message / email appointments and reminders as required
- To open and distribute post appropriately.
- Deal with incoming and outgoing paper work as appropriate.
- Action prescription requests as per agreed service protocols.
- Caseload maintenance, data quality and spine matching as directed by the Administration Lead
- Responsible for the online ordering of supplies on behalf of identified Children's Care Group Pathway Teams, maintain stocks of appropriate resources used by the service pathways, such as leaflets, consent forms, questionnaires, growth charts etc. liaising with the Service Support coordinator as appropriate.
- Provide administrative support to team meetings including note taking where appropriate.
- Provide administrative support to colleagues as required during sickness and absence, including cover for the Single Point of Contact and identified service reception areas.
- Provide support in the induction of new members of administration staff within the team.
- Book meeting rooms as required.
- Book interpreters as required.
- Support the service and organisation with the implementation of new initiatives.
- Take on the role of Fire Marshal for the basepoint where appropriate
- Proactively contribute ideas for improving the planning of service activities and/or administrative/clerical systems.
- To participate in regular supervision and annual PDR.
- To be responsible for own development and seek opportunities to develop knowledge and skills.
- To be prepared to temporarily work in a different area from usual base point if required for the continuity of service delivery.
- To maintain appearance and behaviour in keeping with a member of the professional team and cooperate with and gain an understanding of the professional roles of others.
- To promote a high quality approach to patient care in conjunction with the multidisciplinary team.
- Other duties appropriate to grade, as identified to support the functioning of the service.

6. Systems and Equipment

- PC using Microsoft Office packages; Outlook, Word and Excel and the internet
- SystemOne, TPP
- Photocopier
- Printers
- Scanners
- All of the above to be used in line with the Data Protection Act, the Trusts email and Internet Policy and Confidentiality Code of Conduct on a daily basis

7. Decisions and Judgements

- Use own initiative within set boundaries of the post
- Making the judgement of dealing with situations or referring to senior member of the health team or the area secretary
- Use discretion when dealing with patients and outside agencies or sensitive and confidential information
- Ability to prioritise own workload
- Prioritising, filtering and dissemination of all post emails and telephone calls in line with appropriateness

8. Communications and Relationships

- Professional staff and colleagues across the health community
- Clients and members of the public
- Outside agencies
- Management

9. Physical Demands of the Job

- Keyboard skills
- Hot desking if working across different sites

Must complete / review:

- Attend moving and handling (object) training
- VDU risk assessment carried out at base
- Access to Health and safety policy manual

10. Most Challenging / Difficult Parts of the Job

- Prioritising workload
- Meeting staff demands within timescales
- Communicating effectively with the public and patients
- Exposure to sensitive information on child protection issues which may be emotive
- Communicating with service users where English is not their first language
- Interruptions

11. Knowledge, Training and Experience Required to do the Job

Essential

- RSA stage II typing/word processing or equivalent
- Experience of using Microsoft Office applications
- Experience of office procedures, i.e. filing, photocopying, message taking, typing
- Experience in accessing internet / email facilities
- Good communication skills – accuracy in relaying messages, polite, approachable manner
- Ability to recognise what information is confidential information and knowledge of how to maintain confidentiality
- Ability to deal with members of the public
- Ability to work as part of a team
- Ability to work under pressure
- Ability to work unsupervised at times
- Flexible and adaptable approach
- Reliability
- Good standard of education (Grade C or above in English and Maths GCSE or equivalent desirable)

Desirable

- Previous NHS experience or other large public sector organisation would be an advantage
- Previous experience of using an electronic records system would be an advantage
- ECDL or equivalent qualifications

12. Health and Safety

The post holder is required to take reasonable care for his/her own health and safety and that of other persons who may be affected by his/her acts or omissions. The post holder is also required to co-operate with Supervisory and Managerial staff to ensure that all relevant statutory regulations, Policies, Codes of Practice and departmental safety procedures are adhered to, and to attend relevant training programmes.

13. Prevention and Control of Infection

The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies.

14. Patient and public engagement and involvement

RDASH is committed to promoting and embedding equality, diversity and inclusiveness and expects that the post holder will actively promote and engage this commitment in all that they do. The post holder should ensure that in all their behaviours, attitudes and working they recognise and take account of the health needs and rights of all sections of the community including ethnicity, disability, gender, age, sexual orientation and religion/belief. The post holder will be expected to engage the public and patients where relevant and adhere to the RDASH policies and procedures governing zero tolerance to discrimination, harassment, bullying, stereotyping and prejudicial treatment.

15. Job Description Agreement

A separate job description will need to be signed off by each job holder to whom the job description applies. *Please note the job holders and Head of Department signatures should be on a separate page to the rest of the job description.*

Job Holders Signature:

Date:

Head of Department Signature:	Date:
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