

## JOB DESCRIPTION

<b>Job title:</b>	<b>Personal Assistant</b>
<b>Grade:</b>	<b>Band 4</b>
<b>Directorate:</b>	<b>Operations</b>
<b>Division:</b>	<b>Children's and Specialist Services</b>
<b>Service:</b>	<b>Chailey Clinical Services – Medical Team</b>

### 1. Job overview

The post holder will provide a professional administrative support service to the Medical Team at Chailey Clinical Services. The post holder will be expected to work independently using their own initiative to ensure daily tasks and on-going responsibilities are prioritised and completed within agreed timeframes.

The key requirements of this interesting and varied post are an attention to detail to maintain high standards of administrative support in a busy medical team whilst retaining a calm and flexible approach. Willingness to work as part of a team, provide cover for colleagues and share common tasks is essential.

This role will act as a point of contact for any communication/correspondence relevant to the Medical Team and their direct reports.

### 2. Communication and working relationships

- a) The post holder will work closely with the Medical Team Coordinator, Clinicians, Outpatient Manager and other admin staff to support them in developing and running an efficient and responsive administrative support function.
- b) The post holder will be responsible for explaining non-clinical service information to patients and other members of the public and give advice on administrative or other corporate procedures.  
The post holder will receive messages and requests for information, responds within procedural guidelines or refers to a manager or clinician if necessary. Communicate meeting arrangements to Trust colleagues and external partners.



### 3. Main tasks

- a) To produce, photocopy, fax and distribute letters, reports, formal minutes, legal reports, spreadsheets, patient resources, presentation materials and teaching resources to a very high standard using software packages as appropriate.
- b) Co-ordinate legal work such as managing subject access requests as appropriate.
- a) Receive and deal with referrals including safeguarding referrals.
- b) Sensitive and confidential management of patient records using Systm1 and paper notes in line with SCFT's information governance protocols and data protection regulations.
- c) Organise, schedule, reschedule and manage multidisciplinary, multiagency meetings and training events as required both on site and off site.
- d) To screen incoming mail taking action where appropriate.
- e) Prepare and review complex documents and use your initiative to research information prior to action by the clinicians.
- f) Ensure that effective and secure office systems are established and adhered to across the team.
- g) To work both independently for the named clinicians and to work as a team member covering any other duties as required.
- h) To monitor and update professional registration of specific clinicians.
- i) To provide support and work closely with the outpatients administrative team e.g. releasing consultant time for outpatient clinics, working together to resolve patient queries, to support the outpatients team achieving referral to treatment 18 week targets.
- j) To assist and contribute administrative support to Reception as and when cover is required.



#### 4. Main responsibilities

##### Diary management

- a) Manage the diaries of the Medical Team to ensure that Clinics and meetings are aligned allowing for key priorities and regular meeting commitments, coordinating with other team members calendars where required.

##### Meetings/Clinics

- a) Schedule meetings often with multiple staff from different departments. Align plans for the year to cover regular steering groups and accommodate ad hoc meetings requested by the Medical Team.
- b) Take minutes at formal meetings and prepare action logs with tracked progress.
- c) Maintain waitlists, caseloads and appointment schedules for your named clinicians and have a clear understanding of the 18 week RTT pathway for treatment.

##### Finance

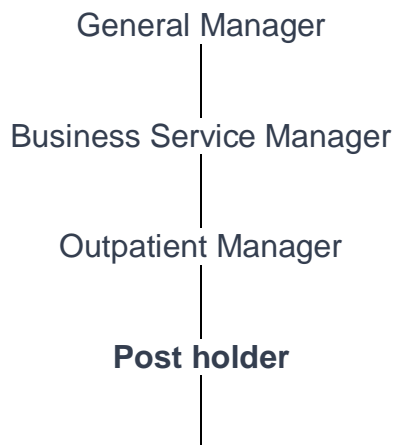
- k) To undertake financial procedures e.g. raise and approve invoices as appropriate, cheque requests, credit notes etc. To receive and process petty cash claims.
- l) To manage the orders and requisition necessary items through the procurement system within agreed guidelines. To act as authorised signatory for received goods.

##### Staff Management

- a) To assist the team lead, assistant team lead and department co-ordinator with HR procedures, e.g. assignment changes, calculating annual leave, maintaining leave calendar etc., sickness absences reporting and recruitment of doctors and other staff.



## 5. Organisation chart



- a) The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other staff, as appropriate.
- b) The Delegation Policy sets out the expectation of staff regarding the safe delegation of clinical care and therapeutic interventions to unregistered practitioners and support workers.

## 6. Flexibility

- a) This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

## 7. Policies and procedures

- a) The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times.

## 8. Confidentiality and data protection

- a) The post holder must maintain the confidentiality of information about patients, staff and other health service business and meet the requirements of the Data Protection Act (2018) and General Data Protection Regulation (2018) at all times.
- b) The post holder must comply with all Trust information and data protection policies at all times. The work of a NHS Foundation Trust is of a confidential nature and any information gained by the post holder in their role must not be communicated to other persons except where required in the recognised course of duty.



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## **9. Health, safety and wellbeing**

- a) Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors and colleagues.
- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support and report stress and ill health as early as possible.

## **10. Equality, diversity and inclusion**

- a) The Trust aims to grow inclusive teams in which you feel like you belong, we encourage a culture of learning from different points of view. We want to support you to be courageous and to overcome bias and challenge prejudice.
- b) We are a Level 3 Disability Confident Leader. We go the extra mile to make sure disabled people get a fair chance. As well as paid employment we offer work experience and apprenticeships for disabled people.

## **11. Use of technology**

- a) The Trust is making increased use of computer technology. The majority of employees (both clinical and non-clinical) should expect to use automated information systems in their work in order to improve quality and coordination of services, and enable faster and more certain communication within the Trust. Necessary training will be provided.

## **12. No smoking policy**

- a) SCFT operates a no-smoking policy, in line with government legislation. This applies to all staff, visitors and patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on Trust premises. This includes electronic cigarettes.
- b) Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

## **13. Professional registration**

- a) All employees who are required to be a member of a professional body are required to hold relevant registration and must comply with the standards and



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guidelines of their professional practice, education and conduct and must act at all times within the boundary of the code of conduct.

#### **14. Infection prevention and control**

- a) Infection prevention and control is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of healthcare-associated infections (HCAI).

#### **15. Safeguarding children, young people and vulnerable adults**

- a) SCFT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

#### **16. Quality**

- a) Excellent care at the heart of the community is our Trust vision. To make sure our care meets this high standard all staff must ensure that the three themes of quality care are provided in every encounter they have with our patients. The three themes are safe care, effective care, and patient-centred care.
- b) All staff, clinical and non-clinical, are expected to ensure that quality is a key consideration in all we do. This includes reviewing practice and being open to feedback on our performance, being open and honest, and seeking to identify, resolve, and appropriately escalate issues and risks.



## PERSON SPECIFICATION

This person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet or have the potential to meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

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Criteria	Essential or desirable	Method of assessment
<b>Qualifications and/or professional registration</b>		
<ul style="list-style-type: none"> <li>Educated to GCSE or equivalent in English and Maths.</li> </ul>	E	C
<ul style="list-style-type: none"> <li>NVQ Level 3 in Administration or administration equivalent experience.</li> </ul>	E	C
<b>Experience</b>		
<ul style="list-style-type: none"> <li>Experience in a PA role</li> </ul>	E	A,I
<ul style="list-style-type: none"> <li>Experience of working in a target driven environment.</li> </ul>	E	A,I
<ul style="list-style-type: none"> <li>Experience of detailed work requiring consistent attention to detail.</li> </ul>	E	A,I
<ul style="list-style-type: none"> <li>Previous experience of typing and preparing of Audit documentation</li> </ul>	E	A,I
<ul style="list-style-type: none"> <li>Previous experience of working in the NHS or health care setting.</li> </ul>	D	A,I
<b>Skills and knowledge</b>		
<ul style="list-style-type: none"> <li>Excellent IT skills with advanced knowledge of Microsoft Office.</li> </ul>	E	A,I
<ul style="list-style-type: none"> <li>Excellent organisational Skills</li> </ul>	E	A,I
<ul style="list-style-type: none"> <li>Audio Typing</li> </ul>	E	A,I
<ul style="list-style-type: none"> <li>Diary Management</li> </ul>	E	A,I
<ul style="list-style-type: none"> <li>Minute Taking</li> </ul>	D	A,I
<ul style="list-style-type: none"> <li>Ability to work under pressure prioritising own workload</li> </ul>	E	A,I
<ul style="list-style-type: none"> <li>Ability to have compassion and be able to communicate with service users.</li> </ul>	E	A,I
<b>Other requirements</b>		

Criteria	Essential or desirable	Method of assessment
<ul style="list-style-type: none"><li>An understanding of the principles of equal opportunities in relation to staff and patients.</li></ul>	E	A,I

**Good luck with your application!**



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Author's name:	<i>Lauren Bowles</i>
Version number:	3
Reason for change:	Updated to new template.
Date:	11.12.2023
Job evaluation number:	Do not enter anything in this box. The number will be allocated by the HR administrator.

