

## JOB DESCRIPTION

Oxford Health 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.

<b>Job Title:</b>	<b>Mental Health Administrator</b>
<b>Band:</b>	<b>3</b>
<b>Responsible to:</b>	<i>Teresa Curtis</i> Mental Health Office & Administration Manager
<b>Responsible for:</b>	<i>None</i>
<b>Accountable to:</b>	Thomas Adams Team Manager
<b>Place of work:</b>	AMHT City & North East Oxon Team <b>Neil Unit</b> Warneford Hospital Location/base/site/hospital
<b>Hours:</b>	<b>37.5</b>

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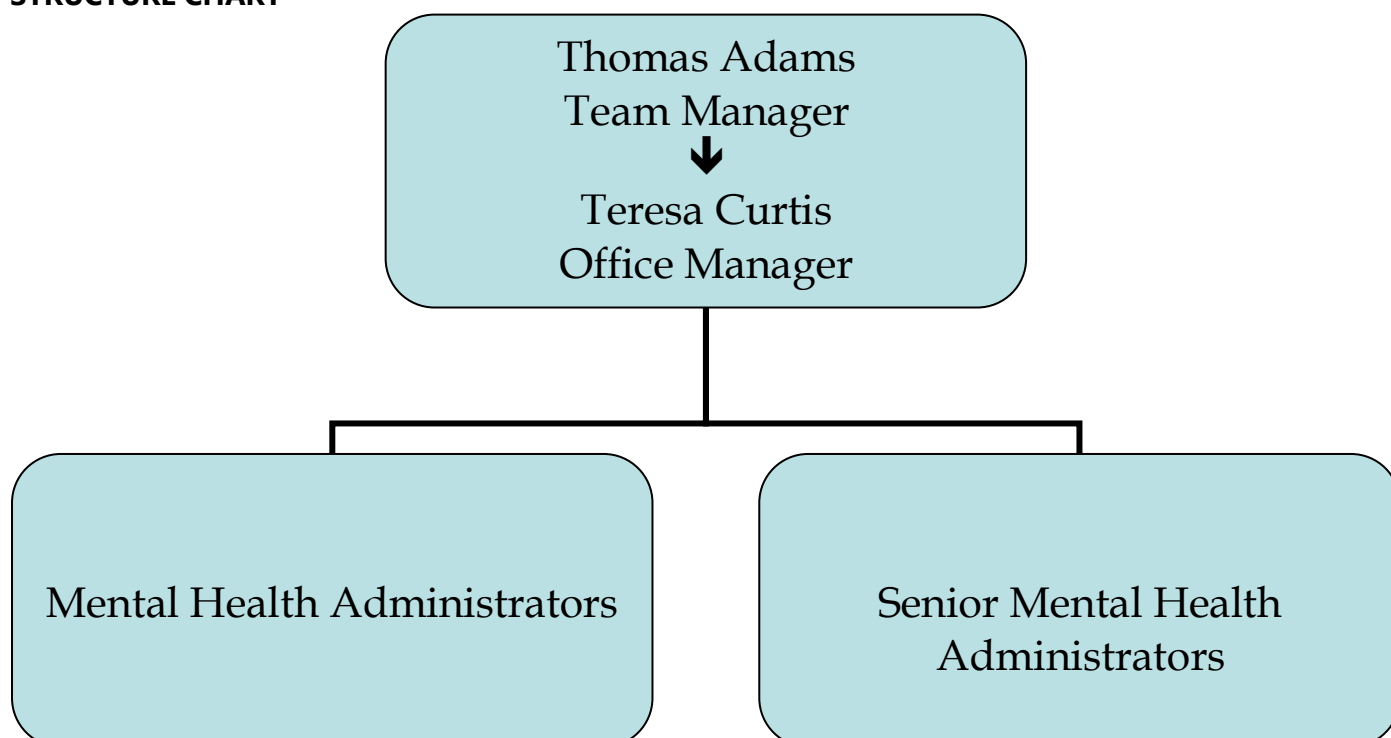
## **JOB PURPOSE**

*To provide administrative support to the AMHT members as required.*

## **DUTIES AND RESPONSIBILITIES**

1. Answering the telephone, taking messages and processing enquiries.
2. To assist with reception duties for Outpatients departments.
3. Managing incoming post.
4. To provide support with the typing of reports, letters and correspondence when required and to be responsible for the uploading patient information onto Carenotes in a timely manner.
5. To use Microsoft Office applications including Word, Excel and Outlook as required in conjunction with all in house systems.
6. Checking that stationary supplies are adequately stocked and ordering when necessary.
7. Contacting the Estates Department to carry out repairs, checking work has been undertaken to satisfaction.
8. Keeping notice boards tidy and up to date and adding anything of interest or importance to staff.
9. Recording accidents and near misses on the Ulysses system.
10. Keeping the Trust policies, procedures and fire book up to date.

## **STRUCTURE CHART**





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## **CODE OF CONDUCT**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

### **Personal Development**

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

### **Code of Conduct**

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

### **Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

### **Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

### **Infection Control**

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

**Confidentiality and Data Security**

- To comply fully with the duties and responsibilities outlined the Trust's Information Governance Policy.
- To comply with the General Data Protection Act 2018, NHS Confidentiality guidelines (e.g. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director.

**Safeguarding**

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

**Other**

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

## PERSON SPECIFICATION

<b>Band: 3</b> <b>The following information must be used when completing this section</b>		
<b>Criteria for Selection</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
Knowledge Requirements	Good written and verbal skills Good organisational skills IT skills including Outlook, Excel and Word	PowerPoint Skills Pivot Tables Carenotes DOCMAN E Referrals
Qualifications – Academic/Skills/Professional	Ability to liaise with all professions and levels in a confident and effective manner Good level of general education English and Mathematics grade A-C or equivalent	Formal Secretarial Training (i.e. RSA or shorthand qualification) NVQ Level 2 in Admin or NVQ Level 2 Social Care
Further Training or Job Related Aptitude and Skills	Experience of undertaking high volumes of calls Excellent telephone skills Word processing experience Ability to prioritise own workload Excellent typing skills Good understanding of the General Data Protection Act	Desire to attend courses relating to role, as appropriate. Experience of digital dictation systems and software
Experience	Experience of working in a team setting. Preferably in an office / educational environment	NHS experience Experience of working in a Social Care Setting
Personal Qualities	High levels of emotional resilience Good communication skills with an empathetic approach Ability to work under pressure in a calm manner	Desire to work in a Mental Health Setting
Contractual Requirements or other requirements	Ability to travel between sites and to regional meetings	

May 2022