

## Job Description

<b>Job Title:</b>	Business Support Administrator for Transport Bed Management and Patient Flow Service
<b>Band:</b>	3
<b>Network:</b>	Corporate Services
<b>Base:</b>	Sceptre Point
<b>AfC Ref:</b>	
<b>Hours of work:</b>	37.5 hrs per week to cover a shift pattern 7 days per week including some weekend and Band Holiday work

### Our Values

The values represent what we as an organisation, and the individuals who make up that organisation, are about.

It is our aim that everything we do fits in with, and reinforces, these values:

- *We are always learning*
- *We are respectful*
- *We are kind*
- *We are a team*

### Reporting Arrangements:

Reports to: Business Administrator for Transport  
Responsible to: Service Manager Bed Management and Patient Flow

## **Job Summary**

The post holder will provide comprehensive administrative support to the Transport team within the Bed Management and Patient Flow Service. There will be an expectation for the post holder to be highly motivated, flexible and multi-skilled with excellent organisational skills. The post holder will have high standard of skills using Microsoft Office packages and experience of using bespoke IT systems.

## **Key Relationships**

- Associate Director of Operations Bed Management and Patient Flow
- Service Manager Bed Management and Patient Flow
- External stakeholder colleagues
- Third sector providers
- Trust staff to include working relationships with finance, procurement, business intelligence and performance colleagues
- Mental Health Network Colleagues
- Commissioner and Local Authority organisations

## **Responsibilities**

### **Communication and Relationship Skills**

- Support the Business administrator to manage any departmental meetings on a regular basis including diary management, room booking and document management
- Meetings administration; taking and distributing formal minutes; recording clear actions and following these up to check completion; maintaining attendance records
- Frequently inputting complex and sensitive data relating to people who use the transport services on to electronic patient's records systems.
- Support the business administrator by ensuring records are up to date on all staffing and patient systems and that items are dealt with quickly and efficiently on finance systems.
- To answer calls, taking and booking transport requests, dealing with messages, ensuring that all telephone and personal callers receive a prompt, courteous, non-judgemental and well-informed response.
- To respond to queries, some of which may be complex in nature. Dealing with routine matters and if necessary forwarding the appropriate member of staff.

- To assist in ensuring work area is kept presentable and well organised and that confidential information cannot be seen or overheard by visitors.
  - Provide an administrative service to include typing of routine information such as reports, minutes and other correspondence on behalf of the business administrator, team leader and or/service manager/clinical lead, ensuring a high standard in accordance with Trust Standards.
  - To electronically file documents including service user information, To photocopy, scan, collate and distribute documents as directed.
  - Completing sensitive risk assessments for patients needing secure/non secure transport and inputting the request onto an online booking form and updating the transport log with all relevant information.
  - Updating the referrer requesting the transport and liaising with wards regarding ETA's.
  - Dealing with any last minute changes to transport requests ensuring all parties are kept up to date.
  - Obtaining transport quotes from various providers and seeking authorisation from Management.
  - Making follow up calls to wards once transport complete ensuring no issues occurred and documenting this onto a spreadsheet and escalating if and when required.
  - Cross referencing data and rectifying any errors.
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- Communicating with various professionals including Senior Management, AMHP's, Matrons and ward staff.
  - Maintain and manage a brought forward planning system to ensure that deadlines are met by other team members and colleagues.
  - Work collaboratively with the appropriate management teams and other departments including clinicians to ensure that all appropriate leads are notified in case of matters of urgency and dealt with in a timely manner.
  - Attend and participate in team meetings and administrative service meetings as required as part of the smooth running of an integrated team base service approach.
  - The post holder will be required to work flexibly in response to the needs of the bed management and patient flow service providing cover to the wider service as directed by operational need a to ensure continuity of a quality service provision

### **Analytical and Judgemental Skills**

- Managing day to day to day work to ensure work is undertaken and completed with times

### **Planning and Organisational Skills**

- Plans and organises meetings for the teams.
- Responsible for operating in line with Trust Policy and departmental procedure in respect of tacking and retrieval of health records.
- Monitoring and maintaining stock supplies of the team.
- Checking and administering the Datix Patient Safety system to ensure clinicians/managers are meeting action deadlines for identified risks within agreed timescales.

### **Physical Skills**

- Normal office Duties. Attends meetings/visits services at other locations and sites.

### **Policy and Service Development**

To comply with all Trust policies and procedures, in particular confidentiality, management of patient records and all administration operational policies and procedures. To keep up to date with all policies and procedures.

- To contribute to service developments and redesign of administration policy and procedure.
- Implement new administration policy and procedures within the department.
- Compile, deliver and update standard operating procedures as the service develops

### **Financial and Physical Resources**

- Reports faults within the working environment, for example to estates and facilities or IT help desk. Monitor responses to job requisitions ensuring these are carried out as promptly as possible, chasing up failures to respond as required.
- Order supplies and non-stock orders.
- Completes ESR forms on behalf of the managers within the services.

### **Responsibilities for HR**

- Demonstrates own activities to new or less experienced staff
- Day to day support of temporary clerical officers including new starters on induction □  
Allocates work on a day to day basis to temporary clerical officer

### **Information Resources**

- The post holder will be responsible for making entries into confidential client case notes and protect the confidentiality of the work.
- The post holder will be fully conversant with all systems including RIO to be able to support reporting procedures around bed management/rehab.
- The post holder will be required to have the necessary skills to use computer software to create/develop reports.
- The post holder will ensure the performance management agenda is upheld and monitored via the recording of statistical data.

### **Research and Development**

- ☐ To participate if requested in providing/collating information to support research and development

### **Freedom to Act**

- ☐ Prioritise, following standard operating procedures, day to day work and delegate work to clerical officers where appropriate.

### **Other**

- High level of touch typing skills, including the use of double monitor desk tops PC bundles

**The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the post holder.**

- To understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- To create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.

## Person Specification

Description	Essential	Desirable	Assessment
Education/ Qualifications	Business Administration NVQ 3/RSA 3 or equivalent  ECDL		A/I  A/I
Knowledge and Skills/practical skills	Knowledge of a range of secretarial duties.  Good understanding of Microsoft Office applications.  Knowledge of Safeguarding Agenda.  Knowledge of Customer Service approaches.	Understanding of Adult Community Network Services  Knowledge of Datix Patient Safety System.  Knowledge of NHS data systems such as iPM, eCPA, EMIS, QUADRAMED	A/I  A/I  A/I  A/I
Experience	Working in a secretarial role.  Data inputting and checking.  Working in a customer services environment.	Managing waiting list data and referrals.  Working in an Mental health Environment  Working within Safeguarding environment.	A/I

Attributes	<p>Administration of meetings – organising, minute taking, document management.</p> <p>Diary management.</p> <p>Day to day support of clerical staff</p> <p>Excellent telephone Manner</p> <p>Flexible approach to work</p> <p>Problem solving skills</p>		
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## **EFFORT FACTORS**

<b>PHYSICAL EFFORT</b>				
What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
The post holder may be sat at a computer station for a substantial proportion of the working time.	Every day	Part of the day.	N/A	N/A

Is the job holders expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
Yes	Every day	Part of the day.	Computer based work.

<b>MENTAL EFFORT</b>			
Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?	

<ul style="list-style-type: none"> <li>Able to deliver sustained periods of detailed work, work accurately under pressure and meet immovable deadlines.</li> <li>Access to transport and the ability to travel within the required geographical area □ Light physical effort.</li> </ul>	Every day	Part of the day
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
Occasionally dealing with phone calls and visitors.	Regular	Varies

<b>EMOTIONAL EFFORT</b> Does the job involve dealing with any distressing or emotional circumstances? – Please detail	Direct / Indirect exposure	How often?
The post holder might have to deal with telephone calls from patients or members of the public who are angry or upset.	Direct	Occasional
<b>WORKING CONDITIONS</b> Does the job involve exposure to unpleasant working conditions? – Please detail	How often?	
The role is undertaken in an office environment VDU Use	Often Regular	

## Our values and behaviours

The values and behaviours represent what we, as an organisation and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with and reinforces, these values:

Values	Behaviors we expect
<b>We are always learning</b>	<ul style="list-style-type: none"> <li>✓ We pro-actively seek out opportunities to learn and support the learning of others</li> <li>✓ We prioritise quality and safety and are open and flexible to change and improvement</li> <li>✓ We value appraisals, supervision and learning opportunities</li> </ul>



	✓ We speak up if we are concerned about safety and focus on opportunities to improve
<b>We are respectful</b>	✓ We are open and honest, trying our best to ensure people receive information in ways they can understand ✓ We seek, value and learn from diverse perspectives, views and experiences ✓ We put service users and carers at the heart of everything we do ✓ We take pride in our work and understand we are responsible for our actions
<b>We are kind</b>	✓ We are approachable and show compassion ✓ We actively listen to what people need and pro-actively offer our support ✓ We care for our own wellbeing and the wellbeing of others ✓ We celebrate success and provide feedback that is authentic and compassionate
<b>We are a team</b>	✓ We take personal and team accountability to deliver the highest standards of care ✓ We work in active partnership with service users and carers ✓ We actively build trusting relationships and help others feel joy and pride in work ✓ We work well with colleagues across LSCft and in our partner organisations to enable patient centred, joined up care

### **Special conditions:**

As a member of staff you have:

- Legal duties and responsibilities under health and safety legislation, plus a general duty to work safely and not to put others at risk, including colleagues, service users and visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health and safety. The Whistle-Blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire and South Cumbria NHS Foundation Trust staff employed within clinical environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to the local safeguarding

children's board, local safeguarding adult board and Lancashire and South Cumbria NHS Foundation Trust procedures for safeguarding and protecting children.

- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data; both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to disciplinary action being taken.
- The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of information governance and to complete the mandated training modules which have been agreed.
- The Trust places great importance on sustainable development, reducing its carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.
- All staff and contractors must follow Trust policies and procedures relating to infection prevention and control (IPC) including the Dress Code Policy. All staff have a duty of care in following best practice which is fundamental to IPC, which includes maintaining a clean and safe environment at all times. It is an expectation that Trust staff at all levels make IPC a priority as they perform their roles.

#### Promoting equality and reducing inequalities:

- You should understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- You should create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
- You should uphold the Trust's commitment to health and wellbeing.



**We are  
Kind**



**We are  
Respectful**



**We are  
Always  
Learning**



**We are a  
Team**