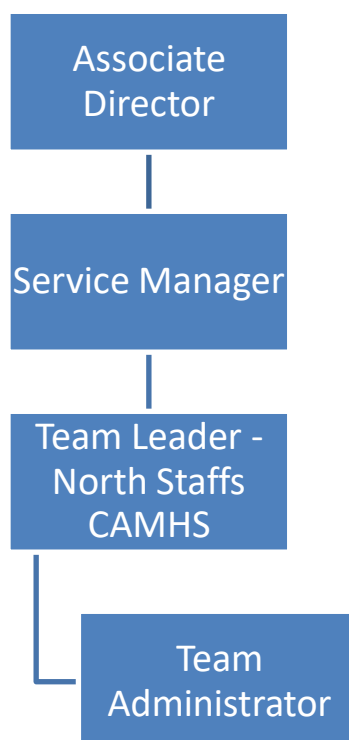


HR Use Only
Job Ref:
CHC_GENAC03

JOB DESCRIPTION

JOB TITLE:	Team Administrator
PAY BAND:	Band 3
DIRECTORATE:	Stoke Community Directorate
TEAM/SERVICE:	Stoke Community CAMHS Teams
BASE:	To be agreed
RESPONSIBLE TO:	Team Leader
ACCOUNTABLE TO:	Service Manager

Organisational Chart *(Responsible to/Accountable to/Responsible for)*



Job Summary:

This role is to provide a comprehensive administrative support service to the assigned team, cross-covering for peers in other teams as required.

Key Duties/Responsibilities

1. Providing and receiving routine information which may sometimes require tact or persuasive skills or skills to overcome barriers to understanding. This may also involve providing and receiving complex or sensitive information, and providing advice, instruction or training to groups where the subject matter is straightforward. In particular, this will involve:
 - Responding to appropriate requests for information
 - Acting on correspondence – responding to, or referring to the appropriate person
 - Providing routine advice on areas of knowledge/expertise, in a manner relevant to the audience and topic area (i.e. staff, students, external parties)
 - Liaison with partner services and organisations
 - Preparation/completion of routine documents, including letters, reports, presentations and forms e.g. photocopying, filing
 - Handling telephone queries and directing as appropriate.
 - Assisting patients/clients/relatives during incidental contacts such as phone calls.
2. The role will require capacity to make decisions, which may require consideration of a range of options, such as:
 - Judgements on how to deal with enquiries, staff/carers/external contacts
 - Prioritising work, resolving conflicting diary appointments and schedules
3. Responsible for data entry, text processing or storage of data compiled by others, utilising paper or computer based data entry systems. Particular systems used in this role are detailed under 'Specialist/Technical requirements'. This may include activities such as:
 - Taking and transcribing formal minutes
 - Producing basic statistical reports
 - Maintaining information systems

It is probable that the role will require use of VDU equipment for a substantial proportion of time, and does require advanced keyboard skills equivalent to typing at RSA level 3.
4. Understanding of a range of routine work procedures some of which may fall outside of the immediate work area. To be guided by precedent and clearly defined occupational policies, protocols procedures and codes of conduct relevant to work area. Work is managed rather than supervised.
5. Planning and organisation of straightforward tasks, activities or programmes. This may include activities such as:
 - Maintaining effective filing systems and electronic databases.

- Co-ordinate programmes of work (such as training schedules, events or the use of rooms, setting up of rooms)
 - Arranging meetings and diary management, managing on-call rotas
6. Responsible for maintaining auditable stock control and/or security of stock, with particular emphasis on cash office and stationary but also extended to the management and control of other resources such as clinical/medical stock or projectors and laptops.
- Receipt of goods
 - Maintaining stock levels, issuing stock
 - Cash office control
7. Provide advice, or demonstrate own activities or workplace routines to new or less experienced employees in own work area.
8. To undertake surveys or audits, as necessary to own work.

Specialist/technical requirements

- LMS, some online mandatory training packages are available via this system
- Lorenzo, electronic patient record system, to log all patient contacts.
- Microsoft packages i.e. Word, Access, Excel and Outlook.
- EASY ESRE, payroll system
- CAPITA Integra, purchase order system

GENERIC CLAUSES

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

Trust Values:

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent

- Striving for the best, for high-quality safe care and continually improving

Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

Infection Control:

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA

and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Diversity:

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

Safeguarding:

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

Raising Concerns

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

Registration:

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

Disclosure & Barring Service (DBS)

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

THE TRUST OPERATES A NO SMOKING POLICY

EMPLOYEE
SIGNATURE:

DATE:

Person Specification

	Essential	Desirable	Method of assessment
Qualifications	RSA stage 3 or equivalent	NVQ III in Business Administration RSA III in Audio Typing or equivalent I.T. qualification	Application form / interview
Experience	Relevant experience in an administration role Experience of minute taking	Knowledge of NHS processes and procedures	Application form / interview
Knowledge and skills	Good computer skills Experience of electronic / manual filing systems Experience using office equipment Excellent prioritisation skills Excellent written and verbal communication skills Strong team worker Willingness to undertake relevant training courses	Knowledge of administration and clerical procedures	Application form / interview / assessment
Other	Enthusiastic and self-motivated Willing to be flexible Ability to travel to other sites when required		Application form / interview