

JOB DESCRIPTION

Section One

Job Title: Community Team Administrator/Receptionist

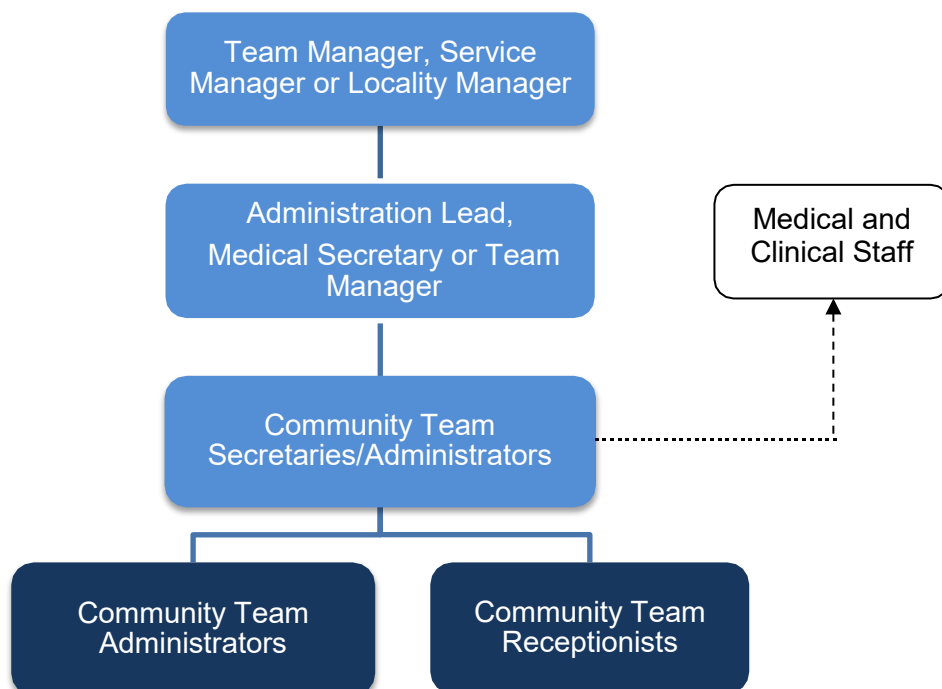
AFC Band: 2

Service: As designated (AMH, ALD, MHSOP, CYPMH, CYPLD, FMH or FLD)

Accountable to: Administration Lead, Medical Secretary or Team Manager

Responsible to: Community Team Secretary/Administrator

Organisation Chart:



2.0 Job Summary

- 2.1 As part of the community team, to provide comprehensive administrative support to all members of the multi-disciplinary team.
- 2.2 To undertake reception duties (depending on work area).
- 2.3 To provide cross cover support to other administrative staff within the locality.
- 2.4 To interact compassionately with service users and carers at all times.
- 2.5 To promote at all times a positive image of people with mental health conditions and/or learning disabilities.
- 2.6 To promote at all times a positive image of Community Services and the wider Trust.

3.0 Main Duties and Responsibilities

3.1 Clinical Responsibilities, Patient Contact

- 3.1.1 Deals with telephone enquiries from service users, families and carers, forwarding to the appropriate member of staff or taking messages accurately and communicating these in an appropriate and timely manner. Service users have a range of mental health conditions and/or learning disabilities.
- 3.1.2 Depending on work area, greets service users, families and carers arriving in reception and direct to appropriate waiting area or member of staff.
- 3.1.3 Acts at all times in the best interest of patients and clients, recognising the potential vulnerability of all service users and acting in accordance with Trust procedures for Safeguarding Adults and Children.
- 3.1.4 Arranges patient taxis, patient/client transport etc. if required.

3.2 Administrative Responsibilities

- 3.2.1 Deals with straightforward enquiries to the community team, from GPs and other professionals, taking action where appropriate and ensuring messages are communicated accurately to relevant personnel and in an appropriate and timely manner.
- 3.2.2 Ensures details of telephone contacts with patients are accurately recorded in the Trust patient record.
- 3.2.3 Enters team referrals into the Trust patient record following standard work.
- 3.2.4 Undertakes general office duties e.g. photocopying, filing, faxing etc. as required.
- 3.2.5 May assist in the arranging and administration of meetings e.g. room bookings, distributing papers, organising refreshments, equipment etc.

- 3.2.6 Maintains and updates staff and visitors' logs.
- 3.2.7 Ensures that all information on notice-boards for staff and the general public is displayed clearly and updated as appropriate on a regular basis.
- 3.2.8 Ensures casenotes are available for patient appointments/admissions, including liaison with other departments and sites. Where necessary, arranges for hospital notes held by other Trusts to be available.
- 3.2.9 May be required to forward/fax prescription requests, in a timely manner, to the Pharmacy Department and/or clinicians.
- 3.2.10 Ensures pathology samples are at the appropriate collection point(s) as required, for effective and timely transportation to the Pathology Department.
- 3.2.11 Ensures that incoming and outgoing post is dealt with in a timely and appropriate manner.
- 3.2.12 Completes staff sickness forms when staff contact the team to report absence.

3.3 Responsibility for Information Systems

- 3.3.1 Provides a typing support service to include the copy typing of reports, agendas, letters and general correspondence.
- 3.3.2 Undertakes accurate and timely data input into a variety of databases and spreadsheets.
- 3.3.3 Accurately files and retrieves paper-based records to ensure they are available when needed.

3.4 Responsibility for Planning/Organising & Strategic/Business Development

- 3.4.1 Organises own work on a day to day basis.

3.5 Policy Development

- 3.5.1 Contributes to the development of policies and procedures in own area as part of the team.

3.6 Service Development, Project Management

- 3.6.1 Contributes to continual safety and quality improvement activities as part of the team.

3.7 Financial Responsibilities

- 3.7.1 Raises requisitions to maintain appropriate levels of stationery supplies, utilising the Trust's electronic ordering system.
- 3.7.2 Depending on work area, assists with day to day handling of petty cash or cashier duties.

3.8 Responsibility for Physical Resources, Estates, Hotel Services

- 3.8.1 Has a personal duty of care to ensure all equipment is used safely and effectively, following manufacturer's instructions, immediately reporting any defects in accordance with local procedures.
- 3.8.2 Uses available resources efficiently and effectively.
- 3.8.3 Moves and stores stationery items.
- 3.8.4 Moves and files paper-based patient records.

3.9 Research and Audit

- 3.9.1 Undertakes surveys and audits as necessary to own work.

3.10 Staff Management, Training and Development, HR

- 3.10.1 Participates in the induction of new starters to the team and demonstrates own work as required.

4.0 Communication

- 4.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- 4.2 Communicates in a professional and courteous manner at all times.
- 4.3 Produces and sends out standard appointment letters.
- 4.4 Communicates with immediate colleagues and other Trust staff on day to day matters, developing and maintaining constructive working relationships.
- 4.5 Uses tact when communicating with service users, families and carers who may be anxious, angry or unwell and where potential barriers to communication or verbal aggression may be present. Communication may be face to face or over the telephone and may include sensitive information.
- 4.6 Contributes to team meetings and the achievement of team objectives.

5.0 Analysis and Judgement

- 5.1 Makes judgements when prioritising own workload.
- 5.2 Makes judgements when responding to enquiries.
- 5.3 Makes judgements when resolving day to day problems where options need to be considered before reaching a decision.

6.0 Freedom to Act

- 6.1 Works on own initiative within standard operating procedures.
- 6.2 Day to day advice and guidance readily available from community team secretary/administrator.

7.0 Personal Responsibilities

The post holder must:

- 7.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
- 7.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 7.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 7.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 7.5 Fully participate in annual appraisal and appraisal reviews.
- 7.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

8.0 Other Requirements

- 8.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- 8.2 The post holder may be required to work in locations other than those specified in the job description as required by service need.
- 8.3 The post holder may be required to work flexible hours as required by service need.

- 8.4 There may be a requirement to change the job description in light of developing service needs.

10.0 Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ITQ Level 2 or equivalent Key skills in literacy and numeracy Level 2 or O Level / GCSE in Maths and English grade C or above 	<ul style="list-style-type: none"> Diploma/NVQ Level 2 in Business Administration or Customer Service
Experience	<ul style="list-style-type: none"> Experience working in an administrative role in an office environment. 	<ul style="list-style-type: none"> Experience working in an administrative role for a clinical team.
Knowledge	<ul style="list-style-type: none"> Working knowledge of Microsoft Office applications (Word, Excel and Outlook). Understanding of confidentiality and the associated legal and policy requirements. 	
Skills	<p>Must be able to:</p> <ul style="list-style-type: none"> Follow and work within defined procedures. Copy type accurately / efficiently. Input data accurately / efficiently. Demonstrate good organisational and time management skills including ability to prioritise effectively. Perform repetitive tasks whilst maintaining attention to detail. Perform effectively whilst dealing with interruptions. Demonstrate good customer service skills when dealing with potentially distressing situations. 	<ul style="list-style-type: none"> Copy type accurately at a minimum speed of 35wpm.
Personal Attributes	<ul style="list-style-type: none"> Able to work in accordance with the Staff Compact and Trust Values and Behaviours. 	

	Essential	Desirable
	<ul style="list-style-type: none"> • Able to work flexibly and co-operatively as part of a team. • Able to remain calm and productive under pressure. • Committed to continual quality and service improvement • Self-aware and committed to continual personal development. • Committed to promoting a positive image of people with mental health conditions and learning disabilities • Committed to promoting a positive image of the Service. 	
Other Requirements	<ul style="list-style-type: none"> • This post is subject to a satisfactory Disclosure and Barring Service check. 	

JOB DESCRIPTION AGREEMENT SAS007: v1: 14 September 2017

Post Holder

Sign..... Date.....

Print Name.....

Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....



Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
 - respect – we listen, we are inclusive and we work in partnership
 - compassion – we are kind, we are supportive and we recognise and celebrate achievement
 - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet
<https://intranet.tewv.nhs.uk/our-journey-to-change>