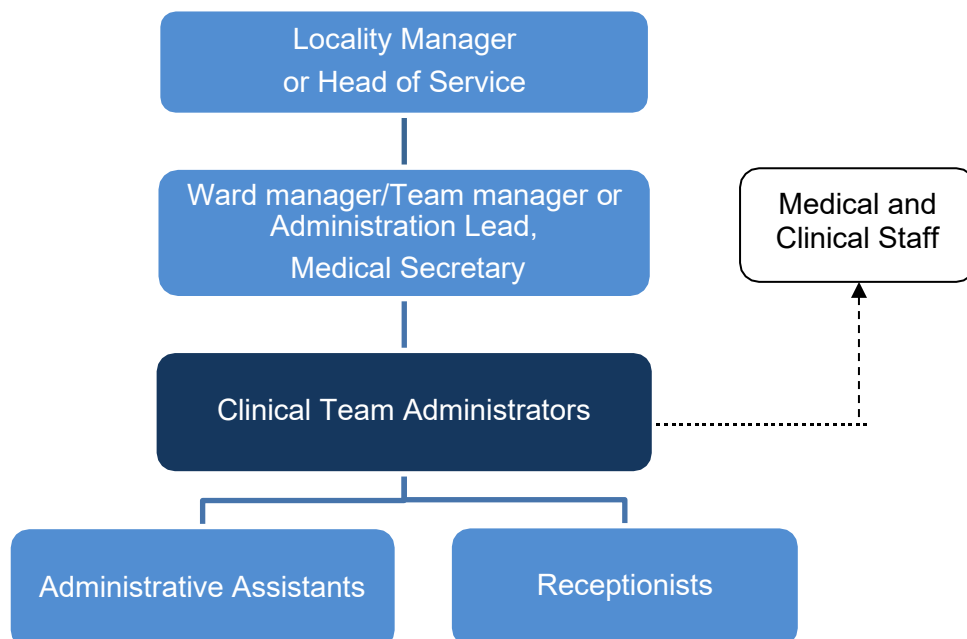


## **JOB DESCRIPTION**

### **Section One**

<b>Job Title:</b>	Clinical Team Administrator
<b>AFC Band:</b>	3
<b>Locality/Directorate:</b>	As designated (D&D, Tees, NY or Forensics)
<b>Service:</b>	As designated (AMH, ALD, MHSOP, CYPMH, CYPLD, FMH or FLD)
<b>Accountable to:</b>	Locality Manager or Head of Service
<b>Responsible to:</b>	Ward Manager/Team manager or Administration Lead, Medical Secretary
<b>Responsible for:</b>	Day to day supervision of Administrative Assistants and Receptionists (depending on work area)

### **Organisation Chart:**



## **2.0 Job Summary**

- 2.1** As part of the administration team, to provide a comprehensive administrative support service to all members of the multi-disciplinary clinical team.
- 2.2** Depending on work area, may have day to day responsibility for the supervision of administrative assistants or receptionists within the team.
- 2.3** May be the first point of contact for service users, carers and visitors to the clinical team and to respond in a helpful manner to enquiries or other issues raised.
- 2.4** To undertake or arrange cross cover support as required.
- 2.5** To interact compassionately with service users and carers at all times. Service users have a range of mental health conditions and/or learning disabilities.
- 2.6** To promote at all times a positive image of people with mental health conditions and/or learning disabilities.
- 2.7** To promote at all times a positive image of the Service and the wider Trust.
- 2.8** Duties may vary depending on local working arrangements.

## **3.0 Main Duties and Responsibilities**

### **3.1 Clinical Responsibilities, Patient Contact**

- 3.1.1** May be first point of contact for service users, family and carers, responding to a range of enquiries or concerns over the telephone. This may involve arranging for an interpreter.
- 3.1.2** Depending on work area, may be required to undertake reception duties, responding to a range of enquiries or concerns in person, from service users, family and carers.
- 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.

### **3.2 Administrative Responsibilities**

- 3.2.1** Deals with straightforward and complex enquiries to the clinical team, from GPs and other healthcare professionals, taking action where necessary and ensuring messages are communicated accurately to relevant personnel and in an appropriate and timely manner.
- 3.2.2** Manages diaries as required for members of the clinical team.
- 3.2.3** Arranges meetings, including booking venues, organising catering, and distributing agendas, papers etc. Takes and distributes minutes as required and undertakes any other administrative follow-up actions as required.

- 3.2.4 May attend clinical consultations to take notes if required.
- 3.2.5 May be required to oversee the maintenance of room booking systems and visitors' logs.
- 3.2.6 May be required to create and ensure case note files are up to date and available for patient appointments/admissions, including liaison with other departments and sites. May be required to arrange for hospital notes held by other Trusts to be available.
- 3.2.7 Ensures that incoming and outgoing post is dealt with in a timely and appropriate manner.
- 3.2.8 May be required to ensure that pathology samples are at the appropriate collection point(s) as required, for effective and timely transportation to the Pathology Department.
- 3.2.9 Forwards prescription requests to the Pharmacy Department and/or clinicians as required.
- 3.2.10 Undertakes general office duties as required, including photocopying, faxing etc.

### **3.3 Responsibility for Information Systems**

- 3.3.1 Provides a comprehensive word processing service including shorthand and/or audio dictation (including letters, reports, memos, minutes etc) accurately and in a timely manner.
- 3.3.2 Accurately inputs, updates and retrieves data, in a timely manner, using a variety of systems (electronic and paper-based) including patient/client records. Systems may include Paris, System One, Choose and Book, local authority systems etc.
- 3.3.3 Maintains up-to-date and effective filing systems (in accordance with Trust policies and procedures) to facilitate the prompt retrieval of information when required.
- 3.3.4 Ensures the accurate collection, recording and presentation of statistical data as required.
- 3.3.5 Runs a variety of reports on a regular basis and assists in the monitoring of performance information and data quality, alerting manager as necessary.
- 3.3.6 Assists in providing appropriate information to partner organisations such as Local Authorities, Social Services etc as required.
- 3.3.7 May be required to draft and format service literature e.g. patient information leaflets.

### **3.4 Responsibility for Planning/Organising & Strategic/Business Development**

- 3.4.1 Prioritises own workload. May need to accommodate urgent requests from senior staff to meet service demand.
- 3.4.2 Arranges clinic appointments and sends out appropriate correspondence in a timely manner.
- 3.4.3 Organises meetings which may be multidisciplinary or multiagency.
- 3.4.4 Depending on work area, may allocate work to staff.
- 3.4.5 May organise conferences or workshops, booking venues, catering and equipment, corresponding with course facilitators and applicants, collating information packs, arranging travel and accommodation etc.

### **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 top-up requisitions to maintain appropriate levels of stationery/clinical supplies, office equipment etc, utilising the Trust's electronic ordering system.
- 3.7.2 Depending on work area, may be responsible for petty cash on a day to day basis.
- 3.7.3 Depending on work area, may undertake cashiering duties and reviewing records in relation to patients' monies and valuables.

### **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 Depending on work area, may be responsible for ensuring the efficient and effective use of available resources by others and the safe use of equipment by others.
- 3.8.4 Moves and stores stationery/clinical supplies.

- 3.8.5 Depending on work area, may be required to maintain and update the Health and Safety Workbook and/or Multi-Occupancy Health and Safety Workbook.

### **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**

- 3.1.1 Demonstrates own work to new starters in own area and gives guidance as required.
- 3.1.2 Depending on work area, may provide day-to-day supervision of junior administrative staff, delegating tasks as necessary, ensuring required standards are met and providing guidance as required.
- 3.1.3 Depending on work area, may organise induction for new starters and provide on-the-job training as required.
- 3.1.4 Depending on work area, may be required to maintain staff records e.g. annual leave, sickness, appraisal dates, mandatory training etc. May be required to book training courses, travel etc for staff.

### **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 To provide effective support to all members of the clinical team, the post holder communicates with Trust staff, service users, families and carers, GPs, Social Services, general public etc.
- 4.4 Types confidential clinic letters, responses to complaints, reports relating to serious untoward incidents and disciplinary matters which may be highly distressing.
- 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.

### **5.0 Analysis and Judgement**

- 5.1 Analyses information and makes judgements when deciding the most appropriate course of action to take when contacted by service users, staff and healthcare professionals from other organisations. This may include resolving the issue directly using own initiative, signposting to an appropriate person or escalating to senior staff.

- 5.2 Uses judgement when prioritising and dealing with e-mails and post.
- 5.3 Uses judgement when managing diaries.
- 5.4 Uses analysis and judgement when resolving day to day problems.
- 5.5 Where applicable, uses judgement when resolving staff issues.

## **6.0 Freedom to Act**

- 6.1 The post holder is managed by the Administration Lead, Medical Secretary or Team Manager.
- 6.2 The post holder is required to act on own initiative and make decisions independently within Trust policies and procedures.

## **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 General**

The post holder must:

- 8.1 Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.

- 8 2 Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.
- 8 3 Carry out the duties of the post with due regard to the Equality and Diversity Policy.
- 8 4 Comply with the Trust's Infection Control Policies as appropriate to the role.
- 8 5 Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.
- 8 6 Comply with the Behaviours that Challenge Policy as appropriate to the role.

## 9.0 **Other Requirements**

- 9 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.
- 9 2 The post holder may be required to work in locations other than those specified in the job description as required by service need.
- 9 3 The post holder may be required to work flexible hours as required by service need, 7 day working is a requirement of this role.
- 9 4 There may be a requirement to change the job description in light of developing service needs.

## 10.0 **Person Specification**

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Diploma/NVQ Level 3 in Business Administration or equivalent (or willingness to achieve within an agreed timescale)</li> <li>ITQ Level 2 or equivalent or willingness to work towards</li> <li>Key skills in literacy and numeracy Level 2 or O Level / GCSE in Maths and English grade C or above</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Significant administrative experience.</li> </ul>	<ul style="list-style-type: none"> <li>administrative experience in a clinical environment.</li> <li>Experience of participation in service and quality improvement initiatives.</li> </ul>

		<ul style="list-style-type: none"> <li>• Experience of supervising/training junior administrative staff.</li> <li>• Experience of handling monies and working within financial guidelines.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Comprehensive knowledge of administrative procedures and the ability to undertake associated tasks ensuring adherence to defined procedures and guidelines.</li> <li>• Comprehensive knowledge of Microsoft Office applications (Word, Excel and Outlook).</li> <li>• Understanding of confidentiality and the associated legal and policy requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of medical/psychological terminology.</li> </ul>
<b>Skills</b>	<p>Must be able to:</p> <ul style="list-style-type: none"> <li>• Input data accurately / efficiently.</li> <li>• Demonstrate good organisational and diary management skills to include co-ordination of meetings and associated duties.</li> <li>• Communicate effectively in the English language and demonstrate both verbal and written comprehension skill.</li> <li>• Maintain concentration and attention to detail whilst also dealing effectively with interruptions.</li> <li>• Work on own initiative, prioritise work and consistently meet deadlines.</li> <li>• Depending on work area, supervise staff in a positive manner to facilitate delivery of an effective service.</li> </ul>	<ul style="list-style-type: none"> <li>• Touch typing</li> <li>• Copy type and transcribe accurately from audiotape and/or shorthand, at a minimum speed of 50 wpm.</li> <li>• </li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Able to work in accordance with the Staff Compact and Trust Values and Behaviours.</li> <li>• Able to work flexibly and co-operatively as part of a team.</li> <li>• Able to remain calm and productive under pressure.</li> <li>• Able to maintain a professional engagement with people who are distressed, angry or verbally aggressive.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Committed to continual quality and service improvement</li> <li>• Self aware and committed to continual personal development.</li> <li>• Committed to promoting a positive image of people with mental health conditions and learning disabilities</li> <li>• Committed to promoting a positive image of the Service.</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• If the post holder is based in a ward area, this post is subject to a satisfactory Disclosure and Barring Service check.</li> </ul>	

**JOB DESCRIPTION AGREEMENT**

**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](http://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>