

## **HUMBER TEACHING NHS FOUNDATION TRUST JOB DESCRIPTION**

**Job Title:**                    **Apprentice Administrative Assistant**

**Band:**                        **2**

**Department:**            **Hull Core CAMHS**

**Responsible to:**        **Senior Admin Officer**

**Responsible for:**       **Administrator, Childrens Services**

**Location:**                **West End, Hessle . HU13 9NW**

### **Job Role Summary**

- We are looking for a positive, friendly individual with a caring attitude and a commitment to supporting the Trust's Values: Together - Safe, Kind, Excellent. You will be reliable and hardworking with a desire to learn from the experiences you will gain during your apprenticeship which will enable you to progress and develop further in your career.

### **Core Functions**

- To provide administrative support to clinical teams/support services within standard administrative/reception procedures and contribute to the planning and development of the service/department as a member of the team.
- To support the engagement of children, young people and families who access the service.
- To value and make meaningful use of feedback from young people and families who use our service.
- There will be a requirement to provide a service between 8.00 am – 8.00 pm over a 6 day Monday – Saturday period, to meet the needs of children and young people and service delivery.

### **Communication and Relationships Skills**

- To provide and receive routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public/external contacts.
  - To demonstrate a competent level of inter-personal skills when providing information of a non-clinical nature to staff, clients,



carers, public/external agencies, maintaining the Trust standards of customer service.

- To have an understanding of security/health and safety processes and procedures, as required, relevant to the area of work
- To accurately record information

To contribute to team meetings

### **Analytical and Judgemental Skills**

- To make judgements in resolving problems of a customer service or administrative nature within pre-defined limits, referring anything of a more complex nature to senior staff
- To deal with all enquiries effectively and responsively, deciding upon appropriate follow-up action.

To deal with incoming/outgoing mail in accordance with the workplace procedures

### **Planning and Organisational Responsibilities**

- To plan and organise own day to day tasks within the parameters set out by supervising staff
- May assist with the arrangement of meetings, may be required to take notes of a non-complex nature

To plan and organise a range of straightforward tasks as directed by senior staff in line with service provision e.g. booking

- Provide cover for colleagues, working flexibly to meet the needs of the service/Trust
- To assist in the induction of new staff
- To work towards the objectives agreed in own Performance and Development Review

### **Physical Skills**

- Standard keyboard skills.

Maintain up to date training and knowledge relevant to role and working area

### **Responsibilities for Patient Care**

Provide routine information to clients and carers e.g. in relation to appointments, correspondence, information, venues/security

### **Responsibilities for Policy and Service Development Implementation**

- Be aware of and abide by relevant Trust policies and procedures e.g. Fire, Health & Safety, Infection Control, Information Governance & Confidentiality
- May comment on policies, procedures or possible developments relative to the area of work

### **Responsibilities for Financial and Physical Resources**

- To use office equipment in an appropriate manner, reporting any faults following the recognised organisational procedure



May be required to order stationery supplies/issue petty cash/client funds as required

### **Responsibilities for Human Resources**

- Provide cover for colleagues, working flexibly to meet the needs of the service/Trust
- To work towards the objectives agreed in own Performance and Development Review

### **Responsibilities for Information Resources**

- To input data onto computerised systems
- Text processing as necessary to the role which may include audio
- To maintain records both manually and electronically, producing routine information as required

To contribute to the quality of accurate and up-to- date filing/computerised systems

### **Responsibilities for Research and Development**

- To contribute to research projects/audits/surveys within the service speciality under supervision

### **Freedom to Act**

- Works within well established procedures under supervision.
- Uses own initiative to resolve problems of a client/customer service or administrative nature within pre-defined limits

### **Standard Paragraphs**

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
- Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.
- Health and Safety: Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.



- Infection Prevention and Control: Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- Professional standards and performance review: Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

### **Summary**

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder

### **Confirmation of Job Evaluation Process**

<b>Job Reference Number:</b>	JE2369/ Sept23
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## Person Specification

	Essential	Desirable	How assessed
<b>Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>• Standard keyboard skills e.g. RSA/OCR II or equivalent</li> <li>• 2 GCSEs/O levels English and Maths</li> <li>• Standard keyboard skills e.g. RSA2, ECDL or demonstrable experience within A&amp;C field at standard level</li> <li>• To have some knowledge of office procedures, clerical/reception work.</li> <li>• Literate and numerate</li> </ul>	<ul style="list-style-type: none"> <li>• 3 or more GCSE/O levels</li> <li>• Working towards Advanced keyboard skills e.g. Advanced ECDL or RSA III/OCR</li> <li>• NVQ2 or equivalent experiential learning</li> <li>• Knowledge of a range of work procedures and practices</li> <li>• Literacy and Numeracy at Level 2</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Formal qualifications/certificates</li> <li>• Interview</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with the general public</li> <li>• Knowledge of IT systems</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable experience of practice and procedures relevant to the area of work</li> <li>• Knowledge of Trust IT systems e.g. ESR</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>



<b>Skills and Competencies</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate inter-personal communication skills</li> <li>• Able to plan and prioritise effectively and work within defined deadlines</li> <li>• Good telephone manner</li> <li>• A team player</li> <li>• Ability to demonstrate ethical values and attitudes within a culture of equality and diversity</li> <li>• Confidential and trustworthy</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
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## Job Risk Profile – Effort Factors

This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos	x			x		Stationary
Lifting weights / objects above 15 kilos		x				
Using equipment to lift, push or pull patients / objects		x				
Lifting heavy containers or equipment		x				
Running in an emergency		x				
Driving alone / with passengers / with goods		x		x		Occasional need to travel between sites
Invasive surgical procedures		x				
Working at height		x				
Concentration to assess patients / analyse information	x				x	Requirement for frequent concentration -work predictable
Response to emergency situations		x				
To change plans and appointments / meetings depending on the needs of the role	x				x	This role is an admin position so will be frequent need to change appointments/meetings etc
Clinical Interventions		x				
Informing patients / family / carers of unwelcome news		x				
Caring for terminally ill patients		x				
Dealing with difficult family situations		x				
Caring for / working with patients with severely challenging behaviour		x				
Typing up of minutes / case conferences		x				
Clinical / hands on patient / client care		x				
Contacts with blood / bodily fluids		x				
Exposure to verbal aggression	x		x			
Exposure to physical aggression		x				
Exposure to unpleasant working conditions dust / dirt / fleas		x				



Exposure to harmful chemicals / radiation		x				
Attending the scene of an emergency		x				
Food preparation and handling		x				
Working on a computer for majority of work	x				x	Significant use of computer
Use of road transport	x			x		May be required to travel between sites and travel to meetings

**Caring, Learning & Growing**



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[www.humber.nhs.uk](http://www.humber.nhs.uk)



**Caring, Learning  
& Growing Together**

A provider of integrated health and social care services across Hull, East Yorkshire, North Yorkshire and beyond.