

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Team Secretary in CAMHS Community and Urgent Care teams
Band:	3
Directorate:	Families
Department:	CAMHS
Base:	Foundation House
Responsible for:	Provision of all administrative duties associated with the CAMHS community and urgent care pathway
Responsible to:	Team Manager

Job Purpose:

To work as part of the CAMHS community and urgent care teams providing comprehensive secretarial/reception services including telephone duties, typing (including audio), filing, dealing with incoming and outgoing mail, arranging appointments, ordering of goods, petty cash, and generally assisting in the co-ordination of the smooth running of the team as a whole.

Date of Job Description: October 2021

Duties and Responsibilities

Communication and Key Working Relationships

Key Relationships

- Team Managers within CAMHS Community and Urgent Care teams
- Liaison with secretarial staff across the Trust.
- Close liaison with CAMHS Community and Urgent Care teams
- Service users and their relations and/or carers
- Various outside agencies such as other Health Trusts, other Departments both inside the medical profession and outside, Social Services, employers etc.
- To provide a point of contact, ensuring effective communications and courtesy at all times.
- Senior Operational Manager
- CAMHS Personal Assistant
- CAMHS Project and Business Manager

Planning and Organisation

- To collate and distribute incoming and outgoing communication into the team via post and email on a daily basis.
- To organise and maintain a room booking system for meetings and appointments for various professional team members.
- To assist in ensuring relevant files, papers, refreshments, etc are available for meetings.
- To take initiative where necessary, prioritising the workload to ensure deadlines are met.
- If required, to take responsibility for maintaining a small record storage area in their work place.

Analytics

- To assist with entering data, using the Trust's computer network, regarding appointments, day treatment sessions, admissions, discharges, etc.

Responsibility for Patient / Client Care, Treatment & Therapy

- To provide the first line contact for calls coming in to the team, taking appropriate information prior to the involvement of a clinical staff member.
- Maintenance of administrative files and records of referrals, attendances and discharges.
- Maintenance of client files - ensuring confidentiality.
- If required, provide assistance, in the management and storage of patient records.

Policy, Service, Research & Development Responsibility

- Participate in research and development as appropriate
- Participate in service development
- Adhere to relevant policy and procedures

Responsibility for Finance, Equipment & Other Resources



- Petty cash transactions up to £700 per week, ensuring Standing Financial Instructions are complied with.
- Ordering and maintaining stocks of stationary, supplies etc.

Responsibility for Supervision, Leadership & Management

- Participate in line management supervision sessions
- Support junior colleagues in the workplace
- Coach and mentor junior colleagues as appropriate
- Support the induction of new members of staff

Information Resources & Administrative Duties

- To arrange for building and equipment maintenance and repairs to be carried out as instructed by the person responsible for the building.
- To devise, implement and maintain effective and efficient office systems including filing, post, diaries, petty cash, patient monies, etc.
- To type reports, letters, minutes and forms etc, using the computer, maintaining accuracy, appropriate layout and presentation.
- To compile standard letters as required.
- To assist with the provision of secretarial cover in the event of sickness absence and annual leave.
- If required, to attend meetings, taking notes and carrying out any action requested.

Any Other Specific Tasks Required

- Adhere to all Trust policy procedure and guidelines.
- Attend training courses as agreed with the Unit Manager.



Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role.



Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.



Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<u>QUALIFICATIONS & TRAINING</u> <u>Evidence of Qualifications required</u> NVQ Business Administration Level 3 /equivalent typing qualification. Audio Typing.	E E	Interview & Application form
<u>KNOWLEDGE</u> Knowledge and Experience of Microsoft Office packages.	E	Interview & Application form
<u>EXPERIENCE</u> Previous administrative experience. Experience of setting up and maintaining office systems and procedures that support smooth running of the department. Experience of contact with users of mental health services. Experience of working in children and Young People's Services.	E E D D	Interview & Application form
<u>SKILLS & ABILITIES</u> Compassionate - Exceptional interpersonal skills with the ability to communicate effectively with patients, carers and relatives remaining sensitive and empathetic. Listens to others' views respecting and valuing individual patient needs. Professional and patient focussed approach with inspirational skills, acting as a role model to colleagues and junior staff members.	E E E	



Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients.	E	
Ability to recognise and manage challenging situations in a calm and professional manner.	E	
Able to take instruction and direction and work effectively as part of a team.	E	
Ability to record and retrieve information on charts/paper and electronic patient records	E	
High standards of written communication skills with the ability to use email and internet.	E	
Ability to undertake PMVA training to required level for role.	E	
Organisational and time management abilities	E	
Able to work independently and prioritise workload with some supervision	E	
Excellent interpersonal and communication skills (written and verbal)	E	
Appropriate telephone skills	E	
Ability to use tact with clients/carers	E	
Good telephone and communication skills.	E	
Ability to take minutes and transcribe in draft form.	E	
Accuracy and grammatical awareness.	E	
Good problem solving skills and patience	E	
Ability to deal with distressed service users and parents/carers in a calm manner	E	
COMMUNICATION SKILLS		
<ul style="list-style-type: none"> Evidence of a good standard of Literacy / English language skills 	E	
PLANNING & ORGANISING SKILLS		
<ul style="list-style-type: none"> Able to prioritise and manage own workload 	E	



<ul style="list-style-type: none"> A full driving license and access to a car to travel to other work bases as requested by your line manager 	E	
SUPPORTING BEHAVIOURS To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values. <ul style="list-style-type: none"> Kindness Respect Teamwork 		

SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		X	
Working in physically cramped conditions		X	
Lifting weights, equipment or patients with mechanical aids		X	
Lifting or weights / equipment without mechanical aids		X	
Moving patients without mechanical aids		X	
Making repetitive movements	X		Typing .
Climbing or crawling		X	
Manipulating objects		X	
Manual digging		X	
Running		X	
Standing / sitting with limited scope for movements for long periods of time	X		Working at VDU for most of the day.
Kneeling, crouching, twisting, bending or stretching		X	
Standing / walking for substantial periods of time		X	
Heavy duty cleaning		X	



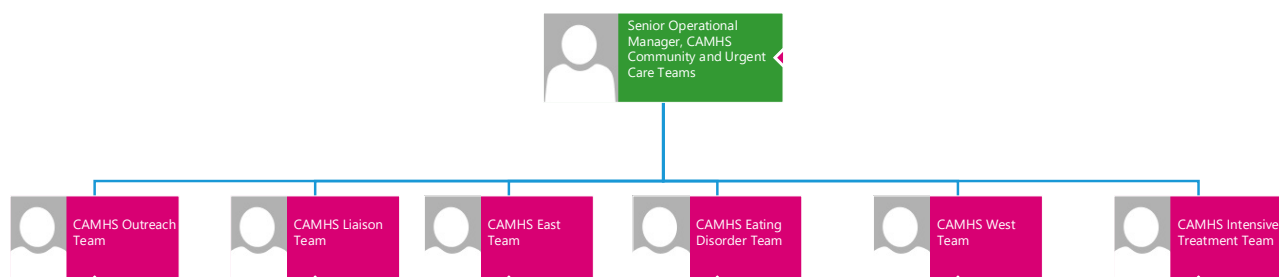
Pushing / pulling trolleys or similar		X	
Working at heights		X	
Restraint ie: jobs requiring training / certification in physical interventions		X	
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	X		Changing priorities frequently, could be asked to complete work by a manager, as well as routine tasks. Interruptions by the phone is likely.
Carry out formal student / trainee assessments		X	
Carry out clinical / social care interventions		X	
Analyse statistics		X	
Operate equipment / machinery		X	
Give evidence in a court / tribunal / formal hearings		X	
Attend meetings (describe role)	X		Taking notes at meetings when needed.
Carry out screening tests / microscope work		X	
Prepare detailed reports		X	
Check documents	X		Checking documents such as referrals and other letters that come in the post.
Drive a vehicle	X		May need to drive to attend meetings or events.
Carry out calculations		X	
Carry out clinical diagnosis		X	
Carry out non-clinical fault finding		X	
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events	X		May read distressing mental health related content.
Giving unwelcome news to patients / clients / carers / staff	X		May need to change appointment dates and times with families. May need to talk to families about their referral and involvement with the team if they ring to question.
Caring for the terminally ill		X	
Dealing with difficult situations / circumstances	X		May need to change appointment dates and times with families. May need to talk to families about their referral and involvement with the team if they ring to question.



Designated to provide emotional support to front line staff		X	
Communicating life changing events		X	
Dealing with people with challenging behaviour		X	
Arriving at the scene of a serious incident		X	
Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather		X	
Excessive temperatures		X	
Unpleasant smells or odours		X	
Noxious fumes		X	
Excessive noise &/or vibration		X	
Use of VDU more or less continuously	X		As part of admin role.
Unpleasant substances / non household waste		X	
Infectious Material / Foul linen		X	
Body fluids, faeces, vomit		X	
Dust / Dirt		X	
Humidity		X	
Contaminated equipment or work areas		X	
Driving / being driven in Normal situations	X		May need to drive to meetings or events.
Driving / being driven in Emergency situations		X	
Fleas or Lice		X	
Exposure to dangerous chemicals / substances in / not in containers		X	
Exposure to Aggressive Verbal behaviour	X		May deal with upset families via the phone.
Exposure to Aggressive Physical behaviour		X	



Department Organisational Chart



Department Core Purpose

CAMHS provides mental health services to children and young people in Somerset aged 0 – 18 years old. The community and urgent care pathway offers a provision of therapy and urgent intervention to young people.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

