

**JOB DESCRIPTION**

Adult Inpatient & Urgent Care Division

Management Team Secretary

**Reviewed**

April 2024

# LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

## Job Description

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| <b>1. Job Details</b>  |
| <p><b>Job Title:</b> Management Team Secretary</p> <p><b>Pay Band:</b> Band 3</p> <p><b>Reports to (Title):</b> Divisional Lead Admin</p> <p><b>Accountable to (Title):</b> Associate Director of Operations</p> <p><b>Location/Site/Base:</b> Office based at Peter Hodgkinson Centre, Greetwell Road, Lincoln</p>  |
| <b>2. Job Purpose</b>  |
| <p>To undertake clerical / secretarial duties in support of clinical and non-clinical activity in the team, ensuring administrative support is available to all members of the Divisional Management Team as appropriate.</p>  |
| <b>3. Nature of the Service</b>  |
| <p>Our success is built on individual's performance, not only what you deliver, but the way you deliver it. There are five key areas, which should underpin your day-to-day work</p> <ul style="list-style-type: none"><li>• Embrace 'Making a difference' and 'Respect', and our commitments to Patients, People, Quality and Finance</li><li>• An understanding of the professional conduct commensurate with your role, ensuring we minimise risk and ensure we adhere to our priority – PATIENT CARE</li><li>• Maintain an awareness of IT and information security related issues and ensure compliance with LPFT IT Security Policy and procedure within the area of responsibility</li><li>• Participate in performance review, supervision and undertake mandatory training and personal development as required of the post including competency development</li><li>• A duty to highlight concerns in accordance with the Trust's Whistleblowing Procedure where it is felt poor practice or general wrong doing has not been dealt with appropriately (Staff may make such disclosures without fear of criticism or retribution).</li></ul> |
| <b>4. Organisation Chart</b>   |
| <pre>graph TD; AD[Associate Director of Operations Adult Inpatient &amp; Urgent Care] --- LA[Lead Administrator]; AD --- CD[Clinical Director]; AD --- AIMT[Adult Inpatient &amp; Urgent Care Management Team]; LA --- MT1[Management Team]; LA --- MT2[Management Team]; AIMT --- AIS[Adult Inpatient Services]; AIMT --- UC[Urgent Care];</pre> <p>The organisation chart illustrates the reporting structure. At the top is the Associate Director of Operations, Adult Inpatient &amp; Urgent Care. Reporting to this role are the Lead Administrator, the Clinical Director, and the Adult Inpatient &amp; Urgent Care Management Team. The Lead Administrator further oversees two Management Teams. The Adult Inpatient &amp; Urgent Care Management Team oversees Adult Inpatient Services and Urgent Care. The Management Team box for the Lead Administrator is highlighted in yellow.</p>   |

## 5. Duties

- To provide a full and efficient administration service to the Adult Inpatient & Urgent Care divisional management team, including dealing with incoming mail, minute taking, preparation and distribution and diary management .
- To respond to queries and incoming calls on a daily basis, which may be non-routine and can sometimes involve information of emotional and distressing circumstances, ensuring prompt attention in a professional and sensitive manner, assessing situations and seeking further information where required.
- To ensure patient and staff confidentiality is maintained at all times adhering to Trust and national policy regarding same.
- To manage own workload, seeking advice when required, performing routine office procedures including typing of reports, letters and other documents, opening and distributing correspondence, dealing with outgoing post, photocopying and filing in accordance with current trust procedures.
- Using word processing skills, to provide a typing support to the team including reports, letters, memorandum, minutes and rotas
- To have a thorough working knowledge of electronic systems including e mail, SHARON,
- To ensure essential paperwork and policies within the team are kept up to date, informing staff of changes and new policies.
- To prepare and process documentation in respect of the electronic ordering, receipting and payment of goods and services in accordance with Standing Financial Instructions.
- To recognise the need for flexibility and be willing to undertake extra duties as and when required that are commensurate with the grade and responsibilities of the post including providing cover for other admin staff within the service
- To ensure all work is undertaken in line with Trust and national policy.

## 6. Skills Required for the Post

### Communication and relationship skills

- Demonstrate good written and verbal communication skills with both service users and staff.
- Always act in a professional and responsible manner with customers, service users and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.
- Maintain strict confidentiality of routine and complex customer information at all times.

### Analytical and judgment skills

- To be able to manage own workload within team timescales and use initiative where appropriate.

### Planning and organisational skills

- Able to demonstrate excellent organisational and time management skills.
- To organise and plan activities relating to own workload on a day to day basis, some ongoing, adjusting own workload as required.

### Physical skills

- Proficient in the use of IT and ability to use a computer.
- Proficient in minute taking for high level meeting that often involve sensitive information and discussion.

## **7. Responsibilities of the Post Holder**

### **Responsibilities for direct/indirect patient care**

- Provide general non clinical information to service users and carers when authorised by team members.

### **Responsibilities for policy and service development implementation**

- Carry out safe practice in accordance with Trust policies and procedures.
- To be involved and make comment in the formulation of local policy from an administrative aspect.

### **Responsibilities for financial and physical resources**

- Use safely in accordance with manufacturer's guidance any equipment in the performance of their work to appropriate high standards of practice.
- To undertake the timely and accurate reporting onto information and clinical systems
- To ensure procurement and finance procedures are acted upon in a timely manner.

### **Responsibilities for human resources (including training)**

- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post including competency development.

### **Responsibilities for information resources**

- Record all self generated information using the information systems used or manually where this is required including data entry, text processing and storage.
- To be a local expert in information systems including clinical information systems.
- To organize and hold information on behalf of the Service and Team manager and associated staff as and when required.

### **Responsibilities for research and development**

- Participate in audit and research as required and contribute to quality improvement initiatives, policy review and practice development.

## **8. Freedom to Act**

To carry out duties in accordance with Standing Financial Instructions and LPFT Policies and Procedures working under guidance from Supervisor who may not be in the building using initiative where required.

## **9. Effort & Environment**

### **Physical effort**

- Combination of sitting, standing and walking. Occasional driving to training or meetings.
- There is significant computer work involved in the post requiring the post holder to sit at a computer screen for long periods of time. There is a need for speed of data entry and there must be a strong emphasis on accuracy of entries.
- There may be a requirement for moderate physical activity for short periods when moving records, paper or equipment.

### **Mental effort**

- Frequent requirement for concentration where the workload is unpredictable with competing demands for attention.

### **Emotional effort**

- Contact with service users and carers can on occasion involve verbal aggression or barriers to understanding.

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| <b>Working conditions</b> <ul style="list-style-type: none"> <li>Requirement to use visual display equipment and telephone equipment continuously on most days.</li> </ul>  |   |
| <b>10. Equality and Diversity</b>   |   |
| <p>All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation)</p> |   |
| <b>11. General</b>  |   |
| <p>You must uphold the Trust's Purpose, Vision and Values:</p>  |   |
| <p><b>Our Vision-</b> To support people to live well in their communities.</p>  |   |
| <p><b><u>Values</u></b></p>   | <p><b><u>Behaviours</u></b></p>   |
| <p><b>Compassion-</b> Acting with kindness</p>  | <p>Treating people with respect, showing empathy and a desire to be helpful.<br/>Paying attention to others and listening to them.<br/>Responding appropriately, being mindful of the language we use to do this.</p>                           |
| <p><b>Pride-</b> Being passionate about what we do</p>  | <p>Challenging poor practise.<br/>Being a patient and carer advocate.<br/>Recognising and praising good care.</p>   |
| <p><b>Integrity-</b> Leading by example</p>   | <p>Doing what I say I am going to do.<br/>Being honest.<br/>Taking responsibility for my actions.</p>   |
| <p><b>Valuing everybody-</b> Using an inclusive approach</p>  | <p>Supporting every person however different to me to achieve their best.<br/>Challenging discrimination and supporting others to understand why it is everybody's business to do this.<br/>Recognising and challenging my own assumptions.</p> |
| <p><b>Innovation-</b> Aspiring for excellence in all we do</p>  | <p>Using service improvement methodology.<br/>Learning with people who use our services, research, best practise and evidence.<br/>Sharing the learning internally and contributing to research where relevant.</p>                             |
| <p><b>Collaboration-</b> Listening to each other and working together</p>   | <p>Working in partnership to promote recovery, supporting and encouraging independence.<br/>Working as one team.<br/>Valuing lived experience as an equal partnership</p>   |
| <p>In addition you must:</p>  |   |

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
  - Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
  - Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
  - Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
  - Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

## PERSON SPECIFICATION

|                                     |   | <b>JOB REQUIREMENTS</b>   |  |
|-------------------------------------|---|---|--|
|                                     | <b>ESSENTIAL</b>  | <b>DESIRABLE</b>  | <b>HOW ASSESSED<br/>(eg Application Form,<br/>Interview Test, Reference<br/>etc)</b> |
| <b>Qualifications</b>               | RSA11/ III or equivalent<br>English GCSE equivalent or higher<br>Good standard of education /Word processing/IT skills<br>Conversant with Microsoft Office, particularly<br>Word/Excel/PowerPoint/electronic diary management etc     | Advanced knowledge of Excel<br>and Word   | Application Form/<br>Certificates  |
| <b>Experience</b>                   | Extensive amount of working in an administrative position   | Knowledge of Trust database<br>systems<br>Knowledge of community mental<br>health teams | Application Form and<br>Interview  |
| <b>Skills &amp;<br/>Competences</b> | Demonstrate good written and verbal communication skills<br>Audio typing<br>Use own initiative and manage time effectively<br>Professional, calm telephone manner<br>Able to demonstrate organisational skills<br>Approachable manner | Microsoft Teams<br>Minute taking  | Application Form and<br>Interview  |
| <b>Special<br/>Requirements</b>     | Smart professional appearance<br>Able to be flexible if required  |   | Interview  |