**JOB DESCRIPTION**

## JOB DETAILS:

|  |  |
| --- | --- |
| Job Title: | Secretary |
| Band: | 3 |
| Directorate: | Mental Health & Learning Disabilities |
| Department: | Community Mental Health Team |
| Base: | The Bridge, Priory Health Park, Wells, BA5 1TJ |
| Responsible for: | Administration and Reception Duties |
| Responsible to: | Senior Secretary (Band 4) |

## Job Purpose:

To work as part of the team providing comprehensive secretarial/reception services including telephone duties, typing, minute taking, 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.

**KEY RELATIONSHIPS**

* Operational Managers
* Team Managers
* Liaison with secretarial staff across the Trust.
* Close liaison with team colleagues
* 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.

**Date of Job Description: April 2020**

**KEY RESPONSIBILITIES**

1. To provide the first line contact for calls coming into the team, taking appropriate information prior to the involvement of a clinical staff member.
2. To collate and distribute incoming and outgoing communication into the team via post and email on a daily basis.
3. To organise and maintain a room booking system for meetings and appointments for various professional team members.
4. To provide a point of contact, ensuring effective communications and courtesy at all times.
5. Maintenance of administrative files and records of referrals, attendances and discharges.
6. Maintenance of client files - ensuring confidentiality.
7. Petty cash transactions, ensuring Standing Financial Instructions are complied with.
8. Ordering and maintaining stocks of stationery, supplies etc.
9. To arrange for building and equipment maintenance and repairs to be carried out as instructed by the person responsible for the building.
10. To devise, implement and maintain effective and efficient office systems including filing, post, diaries, petty cash, patient monies, etc.
11. To type reports, letters, minutes and forms etc, using the computer, maintaining accuracy, appropriate layout and presentation.
12. To assist with entering data, using the Trust’s computer network, regarding appointments, day treatment sessions, admissions, discharges, etc.
13. To assist in ensuring relevant files, papers, refreshments, etc are available for meetings.
14. To take initiative where necessary, prioritising the workload to ensure deadlines are met.
15. To maintain confidentiality and to ensure working practices are secure.
16. To compile standard letters as required.
17. To assist with the provision of secretarial cover in the event of sickness absence and annual leave.
18. If required, provide assistance, in the management and storage of patient records.
19. If required, to take responsibility for maintaining a small record storage area in their work place.
20. To attend meetings, taking notes and carrying out any action requested.
21. Provide cross cover for colleagues during periods of absence, acting up and down when required.
22. Support with welcoming and induction of new staff into the team as required including those helping on a short term basis.
23. Adhere to all Trust policy procedures and guidelines.
24. Attend training courses as agreed with the Manager.

**WORKING CONDITIONS**

* The post will involve a combination of sitting, standing and walking and is recognised as a DSE user and comes under the DSE policy.

## 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 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 General Data Protection Act (2018), 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 General 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).**

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| --- | --- | --- |
| **Requirement** | **Essential / Desirable** | **How Assessed** |
| **QUALIFICATIONS & TRAINING**  **Evidence of Qualifications required**   * Level III Word Processing or Typing qualification. * NVQ Level 3 Business Administration or willing to work towards. * Audio Typing. | **D**  **D**  **D** | **Application form & certificates** |
| **KNOWLEDGE**   * Previous administrative experience. * Experience of setting up and maintaining office systems and procedures that support the smooth running of the department. * Knowledge and experience of Microsoft Office Packages. * Experience of contact with users of mental health services. | **E**  **E**  **E**  **D** | **Application form & Interview** |
| * **SKILLS & ABILITIES** * Compassionate – exceptional interpersonal skills with the ability to communicate effectively with patients, carers and relatives, remaining sensitive and empathetic. * Listens to others’ views on 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. * Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients. * Ability to recognise and manage challenging situations in a calm and professional manner. * Able to take instruction and direction and work effectively as part of a team. * Ability to record and retrieve information on charts/paper and electronic patient records. * High standards of written communication skills with the ability to use email and internet. * Ability to undertake PMVA training to required level for the role. * Organisational and time management abilities. * Able to work independently and prioritise workload with some supervision. * Excellent interpersonal and communication skills (written and verbal). * Appropriate telephone skills. * Ability to use tact with clients/carers. * Good telephone and communication skills. * Ability to take minutes and transcribe in draft form. * Accuracy and grammatical awareness. * Good problem-solving skills and patience. * Ability to deal with distressed service users and parents/carers in a calm manner. | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **Application form & Interview**  **Application form & Interview**  **Application form & Interview** |
| **COMMUNICATION SKILLS**   * Evidence of a good standard of Literacy / English language skills | **E** | **Application form & Interview** |
| **OTHER**   * Willingness to use technology to improve standards of care and support to our patients. | **E** | **Application form & Interview** |
| **SUPPORTING BEHAVIOURS**  To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.   * Kindness * Respect * Teamwork | | |

## SUPPLIMENTARY 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 |  | Sitting at a desk. |
| 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 |  | Taking telephone calls, typing, meeting/greeting clients/staff. |
| Carry out formal student / trainee assessments |  | X |  |
| Carry out clinical / social care interventions |  | X |  |
| Analyse statistics |  | X |  |
| Operate equipment / machinery | X |  | Computer, printer, telephone, shredder, franking machine. |
| Give evidence in a court / tribunal / formal hearings |  | X |  |
| Attend meetings (describe role) | X |  | Staff meetings, professionals meetings, team meetings. |
| Carry out screening tests / microscope work |  | X |  |
| Prepare detailed reports |  | X |  |
| Check documents | X |  | Typed letters/reports/spreadsheets. |
| Drive a vehicle | X |  | To travel to other Trust sites if necessary. |
| Carry out calculations | X |  | Petty cash. |
| 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 |  | Typing confidential information concerning clients with mental health illnesses. Telephone calls from distressed clients and/or their families. |
| Giving unwelcome news to patients / clients / carers / staff |  | X |  |
| Caring for the terminally ill |  | X |  |
| Dealing with difficult situations / circumstances | X |  | Telephone calls from distressed clients and/or their families. |
| Designated to provide emotional support to front line staff |  | X |  |
| Communicating life changing events |  | X |  |
| Dealing with people with challenging behaviour | X |  | Telephone calls and face to face encounters from clients with mental health illnesses and their families. |
| 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 |  | VDU use. |
| 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 |  |
| 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 |  | Telephone calls and face to face encounters with clients who have a mental illness and could present as aggressive. |
| Exposure to Aggressive Physical behaviour |  | X |  |

## Department Organisational Chart

|  |  |  |  |
| --- | --- | --- | --- |
| Operational Service Manager | | | |
|  |  |  |  |
| Administration Lead | | | |
|  |  |  |  |
| Senior Secretary | | | |
|  |  |  |  |
| Secretary (postholder) | | | |

**Department Core Purpose**

To support adults with severe and enduring mental health needs.

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: | |  | |