

Job Description

Post Title	Admin Assistant
Band	3
Directorate	Trafford
Location/Base	Crossgate House
Responsible to	Kathryn Webster
Accountable to	Clair Watson

Job Summary/Purpose

To provide an efficient and effective administrative service to the Trafford Memory Assessment Team. Processing referrals, coordinating appointments for our service users and their carers where appropriate, typing of general correspondence, reports etc. Accurate recording of data quality information. To have a flexible approach in providing admin support to the multi-disciplinary teams working with the client group with mental health problems. There will be client and carer telephone contact therefore good communication skills are essential.

Main Duties & Responsibilities

Heading	Duty/Responsibility
Admin Support	Provide admin support to the clinical team in relation to clinical correspondence, appointment booking, referral processing
Flexible working	Be flexible in providing cover to meet service needs during leave/sickness
Policy and Procedure	Comply with office protocols and organisational policies and procedures
Team Working	Co-ordinate and facilitate the dissemination of information to and from the team
Data Quality	Co-ordinate and facilitate the production of information for statistical purposes.
Telephone support	Dealing efficiently, precisely and courteously with telephone callers
Record Keeping	Maintaining filing systems that are appropriate to the needs of the service
Admin Support	Ensure that sufficient stocks of stationary are available to meet the needs of the team without resorting to stockpiling
Health and Safety	Identifying and reporting any in-house problems to Estates or other services as the need arise
Record keeping/admin support	Maintain client records with accurate and up to date information – Maintain records of referrals and discharges for statistical purposes and enter onto PARIS computerised system accurately and in a timely manner. Attention to detail is vital.
Record keeping/admin support	Scan on all appropriate documentation to update patient records
Trust Mandatory On-going Requirements - to be met by the	<ul style="list-style-type: none"> To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager. To understand and comply with all Trust policies, procedures,

<p>candidate after commencing in post, these will not be assessed at the recruitment stage</p>	<p>protocols and guidelines.</p> <ul style="list-style-type: none"> • To understand the Trusts Strategic Goals and how you can support them. • To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding. • To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles • To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders. • To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role. • Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission. • To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. • To ensure their day-to-day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager. • Take reasonable care of the health and safety of yourself and other persons. • To contribute to the control of risk and to report any incident, accident or near miss. • To protect service users, visitors and employees against the risk of acquiring health care associated infections. • To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.
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Further Information for Postholder(s)

This job description is not exhaustive but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holder's period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.