

Job Description

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| Job title: | Restraint Reduction Team Administration Co-ordinator |
| Directorate: | Nursing Directorate |
| Department: | Clinical Governance - PMVA |
| Responsible to: | Restraint Reduction Team Lead |
| Accountable to: | Associate Director of Nursing |
| Pay band: | Band 4 |
| Contract: | Agenda for Change |
| On call requirement: | No |
| Disclosure required: | Standard DBS |
| Professional Registration: | No |

Job outline:

- To provide comprehensive secretarial and administrative support to the restraint reduction team including the manager, supervising the administration team and ensuring the smooth running of the office function, including ensuring sufficient cover is provided in times of sickness and annual leave. To be responsible for maintaining sickness and absence records for all staff and related employee information.
- To act as central secretarial and administrative contact point for the team.
- To maintain an overview of the administration function and workflow within the team.
- To consistently deliver a client focussed service, which promotes good customer service and effective working relationships.
- To provide administration support for the provision of restraint reduction training and monitor compliance and DNA issues.
- Provide minute-taking and administration for team meetings and other identified restraint reduction related meetings.

Scope & Authority

- To work independently, prioritise and organise own work load taking into consideration the competing demands of the team and ensuring that administrative work is carried out within timescales set down.
- To ensure administrative work is carried out within timescales set down.

We are an Equal Opportunities Employer operating a No Smoking Policy

Key Result Areas

All staff are required to:

- Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to equip staff with the knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Sussex child protection and safeguarding procedures and the Sussex multi-agency policy and procedures for safeguarding vulnerable adults and undertake the relevant essential training and further training appropriate to their role.
- Abide by the standards of behaviour expected by their professional body and the standards of behaviour expected of all staff in the Trust disciplinary policy and procedure.
- Adhere to all Trust policies and procedures and are responsible for making themselves aware of these policies and procedures.
- Treat information relating to service users, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
- Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff.
- Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.
- Demonstrate the core principles of safeguarding and protection Human Rights; treating people with dignity, fairness, equality, respect and autonomy.
- Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.

Person Specification

| Job title: | PMVA Team Administration Co-ordinator | | |
|---|--|-----------|---------------|
| Directorate: | Nursing Directorate | | |
| Department: | Clinical Governance | | |
| Pay band: | Band 4 | | |
| | Essential | Desirable | Evidenced by |
| A – Qualifications | | | |
| ▪ NVQ 3 in Business & Administration or evidence of equivalent practical experience | ✓ | | A / C |
| ▪ RSA 3 or equivalent experience and evidence of further practical experience | ✓ | | A / C |
| ▪ Good standard of secondary education; GCSE at Grade C or above | ✓ | | A / C |
| B – Knowledge/Experience | | | |
| ▪ Significant experience of a range of secretarial procedures | ✓ | | A / C / I / T |
| ▪ Significant experience of working as an administrator or secretary | ✓ | | A / C / I / T |
| ▪ Experience of office and resource management | ✓ | | A / I |
| ▪ Experience of supervising others | ✓ | | A / I |
| ▪ Experience of producing documents to a high standard of presentation with good accuracy | ✓ | | A / I / T |
| ▪ Audio typing | | ✓ | A / I |
| ▪ Experience of maintaining office systems | ✓ | | A / I |
| ▪ Experience of maintaining detailed database and spreadsheet information | | ✓ | A / I |
| ▪ Experience of generating own correspondence | ✓ | | A / I / T |
| ▪ Experience of working as part of a team | ✓ | | A / I |
| ▪ Experience of working within the NHS | | ✓ | A / I |
| ▪ Knowledge of medical, psychological and/or mental health terminology | | ✓ | A / I |
| ▪ Lived experience of mental health issues | | ✓ | A / I |

| | Essential | Desirable | Evidenced by |
|---|------------------------------|-----------|--------------|
| C – Skills | | | |
| Communication/Relationship skills: <ul style="list-style-type: none"> Ability to deal sensitively with staff and clients in person and on the telephone. Ability to communicate effectively and to promote a positive impression of the service Excellent communication and interpersonal skills, ability to create and maintain effective working relationships | ✓ ✓ | | A / I |
| Analytical & Judgement skills: <ul style="list-style-type: none"> Awareness of the importance of confidentiality – ability to work within appropriate boundaries. Ability to use good judgement skills when dealing with service users/carers enquiries and problems | ✓ ✓ | | A / I |
| Planning & Organisational skills: <ul style="list-style-type: none"> Ability to be able to plan workload, manage diaries, organise appointments, planning workloads associated with key meeting dates. Planning, organising and facilitating meetings and minute taking. Ability to work on own initiative and prioritise own Workload. Ability to work to tight deadlines and deal with conflicting demands | ✓ ✓ ✓ ✓ | | A / I |
| IT Skills | | | |
| <ul style="list-style-type: none"> Ability to learn and utilise new IT systems | ✓ | | A / I |
| <ul style="list-style-type: none"> Ability to use initiative and make decisions | ✓ | | A / I |
| <ul style="list-style-type: none"> Ability to work under pressure and take responsibility Flexible approach – willing to work as part of a team and assist colleagues | ✓ ✓ | | A / I |
| Mental Effort: <ul style="list-style-type: none"> Ability to be able to concentrate on specific activities for prolonged periods of time Ability to be able to deal with conflicting demands Ability to deal with multiple deadlines | ✓ ✓ ✓ | | A / I |
| Emotional Effort: <ul style="list-style-type: none"> Ability to deal with emotionally sensitive and challenging material. | ✓ | | A / I |
| Working Conditions: <ul style="list-style-type: none"> Ability to use computer equipment | ✓ | | A / I |

| | Essential | Desirable | Evidenced by |
|--|-----------|-----------|--------------|
| D – Approach/Values: | | | |
| ▪ Demonstrate support for the values and beliefs of the Care Group and those of the Trust | ✓ | | I |
| ▪ Demonstrate an understanding of the practices of Human Rights in the delivery of this role | ✓ | | I |
| ▪ Commitment to providing a quality service within a team | ✓ | | I |
| ▪ Ability to travel across sites | ✓ | | I |
| ▪ Punctual and flexible across hours of work when required | ✓ | | I |

*To be evidenced
by key:*

A – Application C - Certificate

I – Interview

T - Test

Approved by:

**Approved
Manager**

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Date

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