

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Ward Administrator
Band:	Band 3
Directorate:	Mental Health & Learning Disabilities
Department:	Rydon Ward 2
Base:	Wellsprings Hospital Site, Taunton
Responsible for:	Administration Duties
Responsible to:	Senior Secretary (Band 4)
JD updated:	November 2023

Department Core Purpose

Rydon Ward consists of two 15 bedded acute mental health inpatient wards for working age adults from the Taunton, Bridgwater and coastal areas of the county.

Job Purpose:

To work as part of the team 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, creating and maintaining staff rosters and generally assisting in the co-ordination of the smooth running of the team as a whole.

Duties and Responsibilities

Communication and Key Working Relationships

- To provide the first line contact for calls coming into the team, taking appropriate information prior to the involvement of a clinical staff member.
- To collate and distribute incoming and outgoing communication into the team via post and email on a daily basis.
- To provide a point of contact, ensuring effective communications and courtesy at all times.
- To type reports, letters, minutes and forms etc, using the computer, maintaining accuracy, appropriate layout and presentation.

KEY RELATIONSHIPS

- Clinical Service/Ward 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.

Planning and Organisation

- To organise and maintain a room booking system for meetings and appointments for various professional team members.
- To devise, implement and maintain effective and efficient office systems including filing, post, diaries, petty cash, patient monies, etc.
- To devise, set up and maintain, effective office systems e.g. ensuring an accurate and confidential filing system is maintained, managing roster, EOL for the team.
- If required, provide assistance, in the management and storage of patient records.
- If required, to take responsibility for maintaining a small record storage area in their work place.
- To take initiative where necessary, prioritising the workload to ensure deadlines are met.

Analytics

Not applicable.

Responsibility for Patient / Client Care, Treatment & Therapy

- Maintenance of administrative files and records of referrals, attendances and discharges.
- Maintenance of client files - ensuring confidentiality.



Policy, Service, Research & Development Responsibility

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

Responsibility for Finance, Equipment & Other Resources

- To have some financial responsibility e.g. to manage invoices or to handling client monies or property.
- Petty cash transactions, ensuring Standing Financial Instructions are complied with.
- Ordering and maintaining stocks of stationery, supplies etc.
- To arrange for building and equipment maintenance and repairs to be carried out as instructed by the person responsible for the building.

Responsibility for Supervision, Leadership & Management

- Support with welcoming and induction of new staff into the team as required including those helping on a short term basis.

Information Resources & Administrative Duties

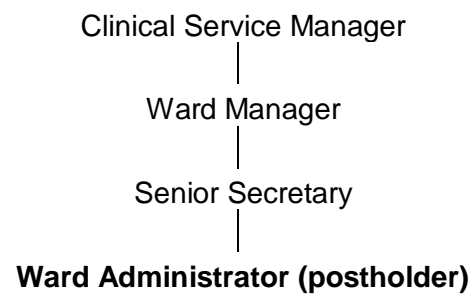
- Provide cross cover for colleagues during periods of absence, acting up and down when required.
- To assist with the provision of secretarial cover in the event of sickness absence and annual leave.
- If required, to attend meetings, taking notes and carrying out any action requested.
- To maintain confidentiality and to ensure working practices are secure.
- To compile standard letters as required.
- To assist with entering data, using the Trust's computer network, regarding appointments, day treatment sessions, admissions, discharges, etc.

Any Other Specific Tasks Required

- To assist in ensuring relevant files, papers, refreshments, etc are available for meetings.



Department Organisational Chart



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.

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.

Review of Job Description

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken within this new role. Work will vary in detail in the light of changing demands and priorities, and therefore the duties identified will be subject to periodic change/review, in consultation with the post holder. All employees have a responsibility to abide by all Trust Policies.



Person Specification

Requirement	Essential / Desirable	How Assessed
<u>QUALIFICATIONS & TRAINING</u> <ul style="list-style-type: none"> • Level III Word Processing or Typing qualification. • NVQ Level 3 Business Administration or willing to work towards. • Audio Typing. 	E E E	Application form & certificates
<u>KNOWLEDGE</u> <ul style="list-style-type: none"> • 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. 	E E	Application form & Interview
<u>EXPERIENCE</u> <ul style="list-style-type: none"> • Previous administrative experience. • Experience of contact with users of mental health services. 	E D	Application form & Interview
<u>SKILLS & ABILITIES</u> <ul style="list-style-type: none"> • 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. • 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. • 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. 	E E E E E E E E E E E E	Application form & Interview



<ul style="list-style-type: none"> • Good telephone and communication skills. • Ability to take minutes and transcribe in draft form. • Accuracy and grammatical awareness. • Ability to deal with distressed service users and parents/carers in a calm manner. 	E E E E	
COMMUNICATION SKILLS <ul style="list-style-type: none"> • Able to demonstrate a good standard of English language. 	E	Application form & Interview
PLANNING & ORGANISING SKILLS <ul style="list-style-type: none"> • Good problem solving skills and patience. • Organisational and time management abilities. • Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients. 	E E E	Application form & Interview
OTHER <ul style="list-style-type: none"> • Willingness to use technology to improve standards of care and support to our patients 	E	
SUPPORTING BEHAVIOURS <p>To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.</p> <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		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	

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:			

