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**JOB DESCRIPTION**

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**V4 (02/10/18)****DATE: October 2018****REF NO: MH010**

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**JOB DETAILS**

<b>JOB TITLE:</b>	Medical & Clinical Administrator
<b>BAND:</b>	3
<b>HOURS:</b>	See contract of employment
<b>DEPARTMENT:</b>	Adult Mental Health Administrative Services
<b>LOCATION:</b>	See contract of employment
<b>REPORTS TO:</b>	Admin Team Leader
<b>ACCOUNTABLE TO:</b>	Directorate Manager of Administrative & Volunteer Services
<b>RESPONSIBLE FOR:</b>	The provision of a comprehensive administrative and secretarial service to Community Mental Health Services.

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**WORKING RELATIONSHIPS**

In addition to all Trust personnel, you will be expected to maintain professional working relationships with Service Users, Carers, Partner Organisations, and other external agencies as required.

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**JOB PURPOSE**

The post holder will provide an administrative and secretarial service to Healthcare Professionals and/or named Medics to achieve effective and efficient service provision.

The needs of the service user will be the utmost priority. The principle of high quality customer care is at the heart of this role.

Working within the service can at times be a stressful environment, by way of telephone calls, visitors, meetings and numerous daily urgencies. The post holder requires the ability to work under pressure, with conflicting demands at times, show a willingness to assist others, be a key member of the team with a requirement to work in other administrative areas as appropriate as directed by their line manager.

## **ORGANISATIONAL STRUCTURE**



## **KEY RESPONSIBILITIES**

### *Main duties and responsibilities*

1. To demonstrate the Trust's values in everything you do in the work environment.
2. To be responsible in the use and expenditure of the Trust's resources that you utilise.
3. To accurately maintain and keep secure patient health and staff records/systems in line with policy and standard operating procedure, to ensure data quality, confidentiality and compliance with the current Data Protection Law.
4. Provide comprehensive administrative and secretarial support to Healthcare Professionals and/or named Medics to achieve effective and efficient service provision.
5. To plan and organise appointments, meetings, clinics, rosters, diaries, and activities to ensure that standards of service appropriate to the area of work are met.
6. To produce clinical correspondence e.g. letters, reports, tribunal papers, from a variety of sources including documents and digital dictation.
7. Prioritise and screen incoming correspondence ensuring it receives appropriate attention/direction.
8. Undertake general office duties as required including filing, photocopying, faxing, scanning and maintaining stock levels.
9. Log and input relevant data on Trust wide systems as required e.g. Logit, SMT, F&E, E-Procurement
10. Prioritise and manage own workload to meet the needs and requirements of the service demands.
11. Work within parameters of established procedures and to seek advice when necessary.
12. Provide cover for other administrative staff within the service as required.
13. Follow policies relevant to own role.
14. Is guided by Standard Operating Procedures, good practice and established precedents.

15. Indirect exposure to distressing or emotional circumstances.

#### *Systems and equipment*

16. Provide a full range of office tasks including filing, photocopying, faxing and scanning.
17. The daily use of various Office packages such as Outlook, Word, Excel, PowerPoint, Winscribe Digital Dictation, Cisco Call Agent Solution and Room Booking options e.g. MICAD and Outlook.
18. Input or extract data, as required, into/from non-clinical data systems (such as ESR, E-rostering) and clinical data systems including RIO.
19. Use of manual and electronic bring forward system to prioritise own work load.

#### *Decisions and judgements*

20. Work within clear guidelines and processes but will have autonomy to plan and prioritise own workload and act independently.
21. Use initiative in resolving conflicting diary appointments and schedules.
22. Advise, support and train new starters and direct the efforts of less experienced admin.
23. At all times minimises risk to self by undertaking safe working practices whilst working under remote supervision.
24. Administer and manage petty cash if required.

#### *Communication and relationships*

25. Communicate and relate with a range of employees of the Trust, visitors, service users, carers, students, members of the public and other agencies with a professional and sensitive approach using a variety of communication and customer service methods – at all times maintaining professional boundaries.
26. Receive phone calls, record messages accurately, liaise with other administrative and health professionals i.e. carers, service users and GPs ensuring that suitable action is taken.
27. Use email applications such as Microsoft Outlook and NHS Mail in order to send, receive and distribute email correspondence appropriately and in accordance with the Trust's Acceptable Use of Information and IT – Policy and Guidance.
28. Maintain confidentiality at all times.
29. Demonstrate an understanding of the importance of effective team working within a multi-disciplinary team. Have the ability to adapt and use initiative as the need arises.
30. Providing first point of contact for matters relating to patient queries and complaints. To document any complaints/queries and deal with appropriately.

#### *Physical demands of the job*

31. Be aware of physical effort with regard to sitting for long periods.
32. Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.
33. Dexterity, co-ordination and accuracy for keyboard and telephony skills.
34. To work predominantly from a base, although travel to other Trust locations in the locality will be required to meet service need.

*Most challenging/difficult parts of the job*

- 35. Exposure to frequent interruption to routine, relating to telephone calls and personal requests and demands.
- 36. Concentration required on telephone when dealing with enquires and for checking work.
- 37. Concentration in meetings to record notes accurately and to listen out for actions and key points, take notes and transpose into a word document.
- 38. Indirect exposure to distressing or emotional circumstances.

**Note:** This job description is not exhaustive and will be subject to review according to service need and organisational changes. Any proposed amendments or anticipated changes to the post will be discussed with the post holder.

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## **JOB STATEMENT**

<b>Infection Control</b>
Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.
<b>Learning and Development</b>
As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in appraisal processes in line with Trust policy and guidance.
<b>Health and Safety</b>
As an employee of the Trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.
<b>Constitution, Competence and Capability</b>
As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.
<b>Dignity at Work Statement</b>
Midlands Partnership NHS Foundation Trust are committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.
<b>Safeguarding Children and Vulnerable Adults</b>
All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Medical & Clinical Administrator		
<b>DEPARTMENT:</b>	Adult Mental Health Administrative Services	<b>BAND:</b>	3

\*Assessed by: A = Application    I = Interview    R = References    T = Testing

ESSENTIAL CRITERIA	*	DESIRABLE CRITERIA	*
<b>QUALIFICATIONS &amp; TRAINING</b>			
<ul style="list-style-type: none"> <li>NVQ 3 in Business Admin, finance, customer care or relevant experience</li> <li>Possesses a good standard of general education</li> <li>Possesses a recognised typing qualification (RSA II typing or equivalent) or can display word processing skills to an equivalent level of competence</li> </ul>	A/I  A/I/T  A/T	<ul style="list-style-type: none"> <li>Audio Transcription RSA II</li> <li>ECDL</li> <li>RSA III typing</li> </ul>	A/I A/I A/I
<b>EXPERIENCE</b>			
<ul style="list-style-type: none"> <li>Previous secretarial / administrative experience</li> <li>A good understanding of office procedures</li> <li>Working as part of a team</li> <li>Manage and prioritise own workload</li> <li>Dealing with the public</li> </ul>	A/I A/I/T A/I A/I A/I	<ul style="list-style-type: none"> <li>Previous experience of working within the NHS</li> <li>Use of RiO</li> </ul>	A/I A/I
<b>SKILLS, KNOWLEDGE &amp; ABILITIES</b>			
<ul style="list-style-type: none"> <li>Good written and verbal communication skills</li> <li>Excellent typing skills and ability to transcribe from audio with precision and speed.</li> <li>Work on own initiative and as part of a team</li> <li>Proficient in the use of Office Package (i.e. Outlook, Word, PowerPoint, Excel etc.)</li> </ul>	A/I/T I A/I A/I/T	<ul style="list-style-type: none"> <li>Knowledge of medical terminology</li> </ul>	A/I/T

<ul style="list-style-type: none"> <li>Willing to travel to other locations as and when required.</li> </ul>	A/I		
<b>PERSONAL ATTRIBUTES</b>			
<ul style="list-style-type: none"> <li>Flexible/Adaptable Approach with good interpersonal skills</li> <li>Approachable</li> <li>Smart Appearance</li> <li>Ability to work under pressure and to meet tight deadlines, prioritising workload</li> <li>Demonstrate sensitivity, discretion and integrity</li> </ul>	       		
<b>Ability to demonstrate the positive application of our behaviours</b>	<ul style="list-style-type: none"> <li>Lead by Example</li> <li>Respectful</li> <li>Honest and Trustworthy</li> <li>Caring and Compassionate</li> <li>Listen and Engage</li> </ul>		
<b>JOB HOLDER</b>	<b>SIGNATURE</b>		
	<b>DATE</b>		
<b>MANAGER</b>	<b>SIGNATURE</b>		
	<b>DATE</b>		