

# JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	Clinical Services Administrator
<b>Band:</b>	3
<b>Hours:</b>	tbc
<b>Base:</b>	tbc
<b>Reports to:</b>	tbc
<b>tbc</b>	Add here

## Job Summary

### Job Purpose

To provide comprehensive administration and secretarial support to multidisciplinary teams, wards or departments including named medical staff, junior medical staff and the system-wide multi-disciplinary team. This will include being the first point of contact for that team, ward or department and could involve duties such as meeting and greeting visitors, receiving initial enquiries and directing telephone calls.

There will be an expectation for the post holder to be highly motivated, flexible and multi-skilled with excellent organisational skills. They will possess excellent working knowledge of all Microsoft Office systems including Word and Excel.

The post holder will be able to work to high standards and will be required to take personal details from people and upload onto the electronic patient record system (Rio). The post holder will need to meet deadlines, collate data and maintain standards relating to administrative processes. They will need to be able to work within a team effectively and share work streams where appropriate.

There may be a requirement to provide supervision to support administrators or apprentice posts.

The post holder will be key in maintaining diaries and arranging meetings, taking formal minutes and keeping appropriate records on the most up to date templates. Their work is managed rather than supervised and they are accountable for their own actions – manager is available for reference but generally, they will manage their own workload.

## Description of the duties

Liaise with a wide range of stakeholders, both internal to the organisation and external, including:

- Medical Staff
- Multidisciplinary Teams (Community or Inpatient)
- Services Users and Carers
- Health and Social Care teams
- Third sector/voluntary agencies
- Community groups and local authority provision
- Other statutory agencies e.g. Police, Ministry of Justice etc.
- Providing Secretarial support to named Medical Staff/management team.

Utilise written and verbal communication skills to connect with a wide range of people, including outside agencies, requiring tact and persuasive skills where there may be barriers to understanding or agreement.

Exchange verbal and written information with patients, staff and carers relating to appointments, admissions and meetings etc.

Provide and receive routine and complicated information, including dealing with enquiries from external stakeholders and the public. The provision of and updating of patient notes, collation of information for transfer of care etc. This may include sensitive information.

Work within a multi-disciplinary environment ensuring that communication with appropriate team members is effective. Facilitating the administration processes for Team meetings etc.

To receive and open mail (paper and electronic as necessary) and distribute/despatch accordingly ensuring appropriate action is taken with high priority items.

To manage both telephone and face to face contacts with distressed service users in a supportive and empathetic manner.

Exercise judgement when dealing with patient enquiries, analyse and resolve non-clinical patient problems including resolving conflicting diary appointments or schedules, clinics, meetings, tribunals etc. Escalating issues to the Lead Clinical Services Administrator as appropriate.

Arrange meetings and appointments for members of the team, negotiating diary conflicts and competing priorities as appropriate. Including the scheduling of

- Consultant Clinic Appointments
- Tribunals
- Room Bookings
- Other bookings as required

Type patient reports/correspondence/e-mails as required, deal with telephone/face to face enquiries from patients. Input accurate and up to date patient data onto the RiO system.

The post holder will order stationery and other necessary items for the team via the procurement system. May be responsible for petty cash float/handling.

Supporting the induction of new staff members as required.

Produce confidential correspondence and reports on a frequent basis.

Maintain efficient and effective electronic filing system/, Internet, Intranet, patient records to access and extract information as needed.

Take and distribute formal minutes as necessary.

Clerical duties including photocopying and scanning.

Undertake surveys or audits as necessary to own work. May be asked to contribute to audit and research projects within the service to inform service development and standards

Provide cover for colleagues when and where necessary.

Plans own workload to ensure that weekly, monthly, quarterly and annual tasks are met.

Prioritise workload with particular consideration to issues arising and responding to shifting priorities appropriately.

Assist patients during incidental contact, to provide non-clinical advice or information to patients/relatives or carers.

Other tasks which are commensurate with the broad purpose and banding of the post.

## General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

## Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

**Passion:** Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

**Respect:** Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

**Integrity:** Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

**Diversity:** Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

**Excellence:** Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

## AWP Recovery Statement

- AWP places recovery and reablement at the heart of our service. Therefore we all demonstrate the recovery principles of:
- Hope.
  - Partnership.
  - Maximising opportunities every day, in all that we do.

## Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with AWP.

## Other Information

### CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

### VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

### INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

### NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

### DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

## **RISK MANAGEMENT**

All AWP employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

## **SAFEGUARDING & DUTY OF CANDOUR**

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

## **STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'**

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

# PERSON SPECIFICATION

**JOB TITLE Clinical Services Administrator**

Requirements	Essential	Desirable
<b>Education and Qualification</b>	NVQ 3 in Business Administration or similar relevant qualification  or  Equivalent competence acquired by experience and willingness to undertake NVQ 3 Business Administration qualification under the Trust Apprenticeship Scheme	
<b>Experience and Knowledge</b>	Experience of working within a team. Able to organise and maintain a busy office/admin team. Experience of administrative systems and office procedures.	Experience of administration in a clinical setting.  Experience in activities such as answering queries, progress chasing, task-related problem solving, acquired through experience and training to Vocational Level 3 or equivalent.  Experience of supporting senior staff such as Medical Consultants.
<b>Skills and Abilities</b>	Good IT Skills – competent in Word, Excel, Powerpoint. Dexterity co-ordination for keyboard skills or equivalent  Excellent communication skills, both verbal and written  Ability to take and convey clear messages  Ability to work under some pressure  Ability to work without direct supervision  Plan and prioritise own workload	Diary management
<b>Other Requirements</b>	Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.	Experience of coping with behaviour which may be challenging at times.

**Date Job Description and Person Specification agreed: 10/05/2023**