

**JOB DESCRIPTION**

**B3 CYP Administrator  
CYP Specialist Services**

**Reviewed**

# LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

## Job Description

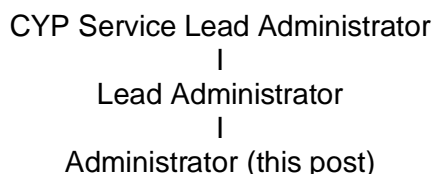
| 1. Job Details   |  |
|--|--|
| <b>Job Title:</b>  | Administrator  |
| <b>Pay Band:</b>   | B3   |
| <b>Reports to (Title):</b>   | Lead Administrator   |
| <b>Accountable to (Title):</b><br><b>Professional accountable to</b> | Service Lead Administrator   |
| <b>Location/Site/Base:</b>   | Horncastle (preferable), Grantham, Lincoln, Boston<br>– to be discussed and agreed |

| 2. Job Purpose   |
|--|
| To provide an efficient and effective administration and reception support to the CYP Service. This will include joint working and supporting other CYP Services.  |
| To undertake entering referrals onto the clinical system, typing of correspondence and reports, gathering information, inputting data accurately, scanning of documents onto patient records as appropriate and ensuring good communication flows both internal and external to the service and the Trust. |

| 3. Nature of the Pathway and Specialist Service  |
|--|
| <p>LPFT's Children and Young People (CYP) Services sits within the Specialist Division in LPFT and consist of: Healthy Minds Lincolnshire (HML), Mental Health Support Teams (MHST), Community CAMHS (including CAMHS Learning Disabilities team and Eating Disorders Team), and CAMHS Crisis and Enhanced Treatment Team (CETT) and the Access Team</p> <p><b>Healthy Minds Lincolnshire</b></p> <p>Healthy Minds Lincolnshire delivers early and preventative mental health intervention for children, young people and their families by:</p> <ul style="list-style-type: none"><li>• Providing training and support to universal services, particularly schools, to enable staff to have the skills and confidence to manage the emotional wellbeing needs of the children and young people in their care.</li><li>• Providing individual and group work for children and young people and their families/carers using evidence based brief therapeutic tools and models.</li><li>• Offering consultation, advice and signposting that will ensure, where appropriate, children, young people and their families are referred to services that will meet identified needs.</li><li>• Contributing to development of clear referral pathways that support the emotional health and wellbeing of children young people and their families.</li></ul> <p>All the services operate core hours of 9am and 5pm, Monday to Friday, with hubs open between 8.30 and 5pm, with CAMHS offering an extended service up to 8pm one day a week at each hub.</p> |

#### 4. Organisation Chart

Admin structure



#### 5. Duties

- To provide General administration duties to the team including answering phone, taking messages, dealing with enquiries, responding to emails, dealing with incoming and outgoing post, photocopying, scanning and assisting with the effective dissemination of information as appropriate.
- To input referrals, arrange appointments and ensure the clinical system is kept up to date.
- To process referrals coming into the service entering them onto the clinical system and to action the referrals with the relevant outcome
- Using Microsoft Excel skills to provide support with understanding and managing the Team's data and helping to complete housekeeping reports
- To participate in providing a professional reception to the service, as and when required, and to ensure both telephone and personal enquiries are dealt with in a polite, confidential, and efficient manner. Communicating sensitively with anyone coming into the department maintaining strict standards of confidentiality
- To respond to queries and incoming calls on a daily basis, which may be non-routine and can sometimes involve information of emotional and distressing circumstances, ensuring prompt attention in a professional and sensitive manner, assessing situations, and seeking further information/support where required.
- To manage own workload seeking advice when required, performing routine office procedures including, typing, and producing letters, producing basic reports ensuring all correspondence is produced to an accepted standard of quality and accuracy.
- To ensure essential paperwork and policies within the team are kept up to date, informing staff of changes and new policies.
- Assist in scheduling appointments/meetings using the diary management system in outlook, make room bookings and maintain the room booking diary.
- To ensure patient and staff confidentiality is maintained at all times adhering to Trust and national policy regarding same.
- Inputting a variety of information from various sources into the appropriate information systems, RIO, System One, Datix, ESR
- To participate in Supervision and appraisal in line with Trust policy.
- To ensure all work is undertaken in line with Trust and national policy.
- Comply with and carry out safe practice in accordance with Trust policies and procedures, appropriate Codes of Conduct, the Mental Health Act (1983) and other relevant national and local guidance.
- To recognise the need for flexibility and be willing to undertake extra duties as and when required that are commensurate with the grade and responsibilities of the post including providing cover for other admin staff within the service, across the county.
- Participate in the provision of the extended hour's service as required.
- Plan, organise and support with meetings as well as taking notes or minutes as required.
- Provide administration support to the Admin Lead, Team Coordinator and Service Manager where needed.
- To navigate and update clinical systems and electronic databases as required in a competent and efficient manner alongside helping manage and update social media accounts and websites.

## **6. Skills Required for the Post**

### **Communication and relationship skills**

- Demonstrate good written and verbal communication skills with both service users and staff
- Always act in a professional and responsible manner with customers, service users and colleagues, using appropriate language and communication skills, which acknowledge barriers to understanding, cultural differences and diversity.
- Maintain strict confidentiality of routine and complex customer information at all times.

### **Analytical and judgment skills**

- To be able to manage own workload, within team timescales and using initiative where appropriate.
- Identify untoward incidents and report as per Trust Policy
- Able to demonstrate a patient, non-judgemental, respectful, and compassionate attitude
- Interpreting results from a range of surveys, questionnaires, and other engagement feedback
- Calm approach and have the ability to liaise and consult with other colleagues if required
- Use problem solving skills on a regular basis and in challenging situations

### **Planning and organisational skills**

- Plan and organise administration administrative processes
- Use own initiative and seek the support of the Lead Admin or Team Co-Ordinator when necessary.
- Prioritise workload and be able to organise and plan own work activities
- Able to demonstrate excellent organisational and time management skills.
- Plan and organise appointments, meetings, interventions as required
- Maintain accurate and timely records

### **Physical skills**

- Advanced Keyboard and I.T skills
- Ability to travel if required

## **7. Freedom to Act**

- Organise own tasks and junior admin staff prioritising workload within procedures to appropriate standards and expected outcomes.

## **8. Effort & Environment**

- **Physical effort**
- Organise own tasks and prioritise workload within procedures to appropriate standards and expected outcomes. Workload is managed by Lead Administrator or Team Coordinator rather than supervised. Occasion driving to training or meetings.
- **Mental effort**
- Frequent concentration required for various tasks including transcribing tapes or typing complicated medical document. Also a daily route of work that can be predictable.
- **Emotional effort**
- Occasional expose to distressing or emotional circumstances, when typing letters or service user notes of a distressing nature and when communicating with service users.
- **Working conditions**

- A computer-based role (use of VDU Equipment) more or less continuously involving word processing for a substantial amount of time.
- Lone working at times.

## 9. Equality and Diversity

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

## 10. General

You must uphold the Trust's Purpose, Vision and Values:

**Our Vision-** To support people to live well in their communities.

### Values

**Compassion-** Acting with kindness

**Pride-** Being passionate about what we do

**Integrity-** Leading by example

**Valuing everybody-** Using an inclusive approach

**Innovation-** Aspiring for excellence in all we do

**Collaboration-** Listening to each other and working together

### Behaviours

Treating people with respect, showing empathy and a desire to be helpful.  
Paying attention to others and listening to them.  
Responding appropriately, being mindful of the language we use to do this.

Challenging poor practise.  
Being a patient and carer advocate.  
Recognising and praising good care.

Doing what I say I am going to do.  
Being honest.  
Taking responsibility for my actions.

Supporting every person however different to me to achieve their best.  
Challenging discrimination and supporting others to understand why it is everybody's business to do this.  
Recognising and challenging my own assumptions.

Using service improvement methodology.  
Learning with people who use our services, research, best practise, and evidence.  
Sharing the learning internally and contributing to research where relevant.

Work in partnership to promote recovery, supporting and encouraging independence.  
Working as one team.  
Valuing lived experience as an equal partnership.

**In addition, you must:**

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrongdoing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
  - Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
  - Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
  - Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
  - Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

**PERSON SPECIFICATION**

**POST:**

**DEPARTMENT:**

**DIVISION:**

|                       |  | <b>JOB REQUIREMENTS</b>  |  |
|-----------------------|--|--|--|
|                       | <b>ESSENTIAL</b>   | <b>DESIRABLE</b>   | <b>HOW ASSESSED<br/>(eg Application Form,<br/>Interview Test, Reference<br/>etc)</b> |
| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>NVQ 3 in Business Administration or equivalent qualification or relevant experience</li> <li>Good standard of general education including English</li> </ul>  | <ul style="list-style-type: none"> <li>RSA or equivalent qualifications.</li> </ul>  | <p>Application Form<br/>Interview/certificates</p>                                   |
| <b>Experience</b>     | <ul style="list-style-type: none"> <li>Considerable experience in an office administration role</li> <li>Extensive experience of Microsoft Office packages, including Word, Excel, and Publisher</li> <li>Typing and formatting letters</li> <li>Data inputting and monitoring</li> <li>Outlook and diary management</li> <li>Extensive customer service experience</li> <li>Planning and scheduling events, meetings, diary appointments</li> <li>Petty Cash and Office finance</li> <li>Understand data reports</li> <li>Use of Clinical systems</li> <li>Minute Taking</li> </ul> | <ul style="list-style-type: none"> <li>Experience of working in a medical or NHS setting.</li> <li>Experience of working in a mental health environment</li> <li>Familiar with Trust database systems preferably RIO</li> <li>Finance/Procurement systems</li> <li>Big Hand</li> <li>Data cleansing</li> </ul> | <p>Test<br/>Interview<br/>References</p>   |

|                                 |   |  |                                |
|---------------------------------|---|--|--------------------------------|
| <b>Skills &amp; Competences</b> | <ul style="list-style-type: none"> <li>• Good communication skills ensuring that service users, staff and carers are treated in a polite and efficient manner, using tact and confidentiality at all times.</li> <li>• Good organisational skills, with the ability to respond to multiple requests and the ability to efficiently manage and organise own workload.</li> <li>• Good office skills being able to work under pressure and deadlines</li> <li>• Microsoft Office packages including Word, Excel, Outlook and Publisher</li> <li>• Typing to a high standard, including letter writing and formatting</li> <li>• Good understanding of information governance and patient confidentiality</li> <li>• Professional telephone manner with the ability to deal with difficult conversations professionally and compassionately.</li> <li>• Petty Cash and office finance</li> </ul> | <ul style="list-style-type: none"> <li>• Minute taking and organising meeting paperwork</li> </ul> | Interview and Application Form |
| <b>Special Requirements</b>     | <ul style="list-style-type: none"> <li>• Flexibility / Adaptability</li> <li>• Ability to accept and manage change</li> </ul>   | Ability to travel within Lincolnshire if required  | Application Form               |