

Children's Community Health Services

Community Paediatric Service

Name:

Title: Administration Team Leader/Senior Paediatric Secretary

Band: 4

Responsible to: Operational Service Manager/Cluster Lead

Base: Coral Suite, Moss Side Health Centre

Job purpose/summary

- To provide a full secretarial service to the consultant community paediatricians and nursing team. To provide support to the operational service manager.
- To co-ordinate, supervise and provide line management to the administration team, ensuring the efficient, effective and high quality administration functions within the service.
- To develop, coordinate and maintain reporting systems within the service.
- To have lead responsibility for Child Protection/Looked After Children administrative functions.

Main duties and responsibilities

Patient care

1. To provide general advice to parents and carers, Community Paediatric clinicians, other professionals, A & C and outside agencies, regarding services, the referral process, etc.
2. To book and cancel clinics/appointments, as required.

Communication

1. To use tact and diplomacy, for example when giving information on waiting times, cancelled clinics, or dealing with complaints by patients/carers, and when dealing with staffing issues.
2. To use persuasive, motivational, negotiating and training skills, for example when dealing with performance; feedback and other issues relating to staff; implementing agreed changes to processes within the service.
3. To regularly communicate with people for whom English is their second language.
4. To share information with others, observing data protection guidelines.
5. To carry out duties professionally and with discretion, protecting people's right to confidentiality at all times.

Powered by:

Knowledge, training and experience

1. To identify and work towards own personal development and service objectives, set in conjunction with the Operational Service Manager/Cluster Lead, as part of the annual appraisal process.
2. To assist the Operational Service Manager/Cluster Lead in identifying training needs within the team, and to deliver training as required.
3. To attend courses, group meetings, seminars to keep abreast of developments/policies in area of work.

Freedom to act

1. To work within administration procedures and guidelines, manage own workload, and refer to the Operational Service Manager/Cluster Lead as necessary.
2. To act on behalf of Operational Service Manager/Cluster Lead in their absence on general administrative issues.
3. To supervise the administration team's workload on a day-to-day basis.

Planning and organising

1. To plan and organise own workload.
2. To maintain consultants and trainee doctors' timetables and diaries as required.
3. To arrange meetings, book rooms, organise catering and speakers, liaise with others as appropriate, prioritise and respond to mail as appropriate, and maintain an efficient and effective bring forward system.
4. To undertake a range of delegated duties as agreed with the Operational Service Manager/Cluster Lead.
5. To support the Operational Service Manager/Cluster Lead as necessary, including diary management, bring forward, typing correspondence.
6. To attend meetings on behalf of the service and feedback, as requested.
7. To take minutes at meetings as required, and to facilitate administration team meetings.
8. To ensure the filing and archiving system for the service is maintained.

Policy and service development

1. To have sound knowledge of service and organisation policies and procedures.
2. To advise the Operational Service Manager/Cluster Lead as to improvements in office procedures and processes and identify problem areas. To develop and implement agreed effective administration systems.

Responsibility for equipment and resources

1. To order and oversee the ordering of stationery/supplies for the service and monitor and maintain stock levels, keeping records up to date.
2. To work within Organisation/service guidelines.

Responsibility for human resources

1. To work as part of the Community Paediatric administration team; coordinate and supervise the work of the administration team on a day-to-day basis, delegating duties and tasks as necessary. To ensure the administration team carries out all duties appropriately, timely and competently.

2. To supervise timekeeping, all leave, and ensure adequate staffing levels are maintained at all times.
3. To take part in the recruitment and selection of new administration staff.
4. To coordinate the induction and training of new members to the administration team.
5. To carry out appraisals and reviews on an annual basis for the administration team.
6. To hold regular 1:1 meetings with members of the administration team.
7. To follow and implement the attendance, probationary and any other HR related policy/procedure, with support as necessary,
8. To provide advice and support to the administration team, to build on and ensure good team working.

Analytical skills and responsibility for information resources

1. To access the electronic patient record (EPR) to answer queries from parents and health professionals, as and when required.
2. To support the administrative team in processing referrals into the service and complete accompanying paperwork as necessary, in collaboration with others.
3. To oversee activity reporting generated through the service and information team.
4. To oversee regular data cleansing on the EPR/databases to ensure information accurate and up to date.
5. To prepare, compose and type a range of correspondence, including confidential medical reports, court reports, managerial documents, minutes, lectures and other relevant reports, as requested.
6. To use the digital dictation system as applicable and monitor the outputs of team members.
7. To record statistical data for the service, ensuring accuracy and producing reports as requested.
8. To develop and maintain appropriate record systems, electronic and paper-based, following organisation and National guidelines.

Responsibility for research, development and audit

1. To assist in establishing, monitoring and auditing standards for quality administration in the Community Paediatric administration section.

Corporate responsibilities

Health and safety at work

- To ensure the adoption of safe work practices consistent with Health and Safety. The post holder must not, by act or omission, willfully endanger themselves or others whilst at work. All accidents and untoward occurrences must be reported and potential hazards identified.
- The post holder must be responsible for all the organisation's property and the reporting of all potential or actual breaches of security.
- The post holder must attend and complete the full induction programme and appropriate mandatory training relevant to job role
- The organisation operates a non-smoking policy.

Equality and diversity

- Support the Equality and Diversity Agenda within the Directorate.
- Ensure that the impact on equality and diversity of proposals and policies within own area of responsibility is assessed and action taken to reduce any negative impact.

The Equality Act 2010

- The Trust may make 'reasonable adjustments' to the post/workplace in order to facilitate the employment of individuals with a disability. These adjustments will be in line with the requirements of the Equality Act 2010.

Any other duties within the framework of the post

- The post holder will be required to undertake any other duties and responsibilities within the framework of the post.
- Due to the Organisation's commitment to continuous improvement and in light of the changing needs of the organisation it is likely that the post will evolve over time. These duties will be subject to regular appraisal and any amendments will be made in conjunction with the post holder.
- The post holder may be required to work across sites to provide support, as the need arises.

Infection Control

- All staff are expected to adhere to infection control policy and procedures as appropriate to their role and responsibilities in their work setting.

Safeguarding Children and Vulnerable Adults

- All staff are expected to adhere to the organisation's policies and procedures in relation to Safeguarding Children and Vulnerable Adults and to undertake the appropriate level of mandatory training in this area.

Standards of Business – Declaration of Interest

- All NHS Staff should be impartial and honest in the conduct of their official duties and should not abuse their official position for personal gain or advantage
- Staff must not engage in outside employment which may conflict with their NHS work or be detrimental to it. Staff who are concerned that they may be risking a conflict of interest should raise the matter with the relevant director, who will be responsible for judging whether a conflict has arisen.
- Staff must ensure that they are not placed in a position which risks or appears to risk conflict between their private interests and their NHS duties and to declare any relevant interests either on starting work or on acquisition of the interest.

Data Protection

- The Data Protection Act 2018 and GDPR requires that all organisations processing personal data keep this information safely and securely. The organisation is required to ensure that it complies fully with all its legal obligations in this area, including data protection. The post holder must be responsible for data protection and report all potential or actual breaches of the Data Protection Act.

Signature of post holder Date

Signature of manager Date