

## JOB DESCRIPTION

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|-------------------------------------|---|
| <b>POST TITLE:</b>                  | <b>Lead Administrator - Children in Care and Primary Mental Health Team for Youth, Wokingham.</b> |
| <b>BASE:</b>                        | <b>Wokingham Hospital – Covering East Berkshire</b>   |
| <b>BAND:</b>                        | <b>4</b>  |
| <b>LINE MANAGER:</b>                | <b>Clinical Lead Specialist Children in Care Mental Health</b>                                    |
| <b>PROFESSIONAL ACCOUNTABILITY:</b> | <b>Appropriate Professional Lead Within CAMHS</b>   |

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## OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

## JOB SUMMARY

The post holder will support the effective operation of the CAMHS CIC Team. They will provide the required support to ensure that clinical services are delivered efficiently and that Children in Care and families receive a seamless and timely service. This is a key role within a developing service and the job requires a high degree of flexibility in response to workload agendas.

An element of this role will be to provide administrative support to the Primary Mental Health Team for Youth (PMHT4Y) which is based in Wokingham Hospital.

The post holder is expected to act on their own initiative on a daily basis to ensure the effective running of the service, prioritising their own workload as required.

The post holder is expected to liaise effectively and professionally with all levels of staff, external organisations and the public, dealing with confidential information in an appropriate manner.

## RESPONSIBILITIES

### LEAD ROLE

- To be the central point of contact and maintain relationships across the service, assisting the team in the development and maintenance of efficient and effective office procedures.
- To provide and maintain a good service with the focus on 'customer care' for service users with the ability to deal with difficult people.

- To provide a day-to-day lead role as admin lead for team.
- Manage a rota for the service, ensuring that all clinicians are fully supported and that any staff shortages are resolved, and that absences are covered appropriately i.e. annual leave, sickness, training etc and escalated to the line manager if needed.
- Support and assist the Business Support Manager to line manage members of the administrative team including supervision and leading on appraisals, recruitment, and performance.
- Ensure that systems are implemented, maintained and monitored and designated resources are controlled to ensure maximum efficiency and provision of a patient focused service.
- Ensure that all office systems are maintained to a high standard, both electronic and hard copy across the service, developing systems to ensure that services run smoothly through having well-planned and organised administrative systems and processes in place.
- To support and assist in the implementation, operation and maintenance of effective and secure systems for the organisation. Oversee control and accessing of electronic and paper information resources.
- Lead on effective administration processes ensuring they are in place to meet the service needs including new initiatives to meet service changes.
- To ensure that administration utilise the RiO system to ensure the efficient and accurate recording of data on all electronic systems and effectively support service delivery.
- CYPF service issues relating to administrative staff and or processes are highlighted to the Line Manager and action plans are in place and reviewed.
- To ensure that staff are aware of relevant trust policies and protocol and that service administration is in line with these policies and updated accordingly.
- To liaise closely with all health and non-health professionals within CYPF and identify any areas of administrative concern working towards a resolution and inform the line manager of actions taken and resolutions found.
- To plan and implement local in-house induction programmes with all new starters on their first day with the CYPF department.
- To ensure that complaints and incidents are recorded and reported accurately and reported to the line manager / head of service in a timely manner and assist in investigation as appropriate.
- To ensure that information technology systems (RIO) are utilised and are developed to meet the needs of the service to take advantage of developments that enhance the service. The post holder will keep up to date with IT developments and advise the line manager.
- To report service data to ensure service meets contractual requirements and effective reporting systems are maintained. Development of action plans in agreement with the line manager to address issues identified through service data analysis.

#### **OPERATIONAL DUTIES**

- To ensure that required monthly service data is correlated and submitted by deadlines to the line manager.

- Ensure data analysis and activity reporting is completed within the given timescales and to plan and prioritise workloads accordingly.
- Collate, analyse and present data received for management and service information as required.
- To provide daily support and trouble shoot for all team members in the department and implement on the spot solutions.
- To provide cover for administration and reception in periods of absence such as annual leave, sickness covering work such as audio or digital typing, booking appointments and dealing with patient queries.
- Establish and maintain effective communication system within areas of responsibilities, both internally and externally. Ensure all team members are supported within this framework.
- To be the first point of contact for the consultants, clinicians and/or management team, disseminating work as appropriate.
- Liaison with site team and estates resolving any issues on a daily basis and ensuring a safe environment is maintained for both admin and clinical areas.
- To assist the team and managers with technical support within the department.
- Attend designated meetings where the information may be complex and sensitive, taking and transcribing minutes. Distribute information prior to and coming out of meetings.
- To manage the ordering and procurement of the Service resources.
- To be able to use various IT systems and ensure staff are trained to so that Trust policies and procedures are maintained.
- To ensure that clinical equipment is maintained, calibrated and procured to ensure that optimum patient service is provided for the CYPF service.
- To be aware of Health and Safety aspects in the workplace and implement policies, which may be required to improve the safety of work areas, including prompt recording and reporting of accidents to senior staff, and ensuring that equipment use is safe.
- Comply with all statutory, legislative and local policies applicable to this post.
- Support and maintain health, safety and security across the service.
- Undertake any ad-hoc duties as required by the service manager.

## **LEARNING AND DEVELOPMENT**

- Reflect on own areas of development and engage in regular support and supervision meetings.
- Measure own personal goals and ensure they align to the wider Trust goals and strategic objectives.

## **GENERAL**

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.

2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

## **BEHAVIOURS**

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

## **LOCATION/MOBILITY**

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

## **FLEXIBILITY**

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

## **CONTINUING PROFESSIONAL DEVELOPMENT**

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

## **DATA PROTECTION ACT**

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

## **HEALTH & SAFETY**

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

## **INFECTION CONTROL**

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

## **CONFIDENTIALITY**

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

## **DATA QUALITY**

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

## **CLINICAL GOVERNANCE**

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

### **ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS**

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

### **SMOKE FREE**

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

**PERSON SPECIFICATION**

| CATEGORY  | ASSESSMENT METHOD ( v )   |  |   |
|---|---|--|---|
| <b>1. Education/Qualifications/Training</b> <ul style="list-style-type: none"> <li>NVQ4 or equivalent qualification/experience.</li> <li>Knowledge of administration and/or office procedures.</li> <li>Extensive knowledge and experience of working in a busy office and/or customer care environment, undertaking a full range of administrative duties and supervision and management of staff / work.</li> <li>ECDL (European Computer Driving Licence) or equivalent knowledge and experience of using a variety of software programmes/packages – Ms Word / Ms Excel / Ms Outlook.</li> <li>Typing 50 to 60wpm.</li> <li>Knowledge of digital typing.</li> </ul> | <b>Application Form (E/D)</b><br><br><b>ESSENTIAL</b><br><br><b>ESSENTIAL</b><br><br><b>ESSENTIAL</b><br><br><b>DESIRABLE</b><br><br><b>DESIRABLE</b><br><br><b>DESIRABLE</b> | <b>Interview (E/D)</b><br><br><br><br><br><br><br><b>Admin In-Tray Exercise at interview</b><br><br><br><br><b>Excel Test at Interview</b> | <b>Selection Tool (E/D)</b><br><br><b>Application</b><br><br><b>Application</b><br><br><b>Interview</b><br><br><br><b>Interview</b><br><br><b>Application</b><br><br><b>Application</b> |
| <b>2. Continuous Professional Development</b> <ul style="list-style-type: none"> <li>To attend and contribute to staff meetings and Forums, supervision sessions, training courses, seminars and workshops, to ensure the development and enhancement of current working practices.</li> <li>To participate in all personal review meetings, and take responsibility for personal and professional development. Responsibility for developing the role and the services provided.</li> </ul>  | <b>ESSENTIAL</b><br><br><br><br><br><br><br><b>ESSENTIAL</b>  |  |   |
| <b>3. Previous Experience</b> <ul style="list-style-type: none"> <li>Experience of supervising staff for at least two years</li> </ul>  | <b>ESSENTIAL</b>  |  | <b>Application</b>  |



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|--|---|-------------------------|--|
| <p><b>4. Knowledge, Skills &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>• Good interpersonal, communication and reporting skills with the focus on CUSTOMER CARE and dealing with difficult service-users.</li> <li>• Ability to empathise, be supportive and sensitive to the needs of others.</li> <li>• Ability to use a practical problem-solving approach in everyday situations.</li> <li>• Intermediate to advanced IT skills, with an ability to navigate around various systems and software packages, such as Outlook, MS Office, the internet and databases.</li> <li>• Strong organisational and planning skills with the ability to re-prioritise own workload and that of others to ensure tasks are delivered on time.</li> <li>• Ability to work effectively in a team, demonstrating accountability for own work and an ability to work on own initiative.</li> <li>• Ability to work flexibly as required, with the ability to travel independently between locations to fulfil the requirements of the post.</li> </ul> | <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> |                         | <p><b>Interview</b></p> <p><b>In-Tray Exercise</b></p> |
| <p><b>4.Additional Requirements</b></p> <p>Assist in the provision of basic (non-clinical) customer care support to service users with challenging behaviours, as required.</p> <p>Car Driver</p>  | <p><b>DESIRABLE</b></p>   | <p><b>ESSENTIAL</b></p> |  |

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