



**NHS**

**West London  
NHS Trust**

# Candidate Recruitment pack



Promoting hope & wellbeing **together**

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## Welcome

### Dear candidate,

Thank you for your interest in the Alliance Crisis Team Team Administrator role. This pack provides you with all the information you may need to apply for this vacancy.

CAMHS is a supportive, caring, integrated service where staff work together closely to support our young patients and their families. We have strong links with Multi-Disciplinary Teams, medics, Allied Health Professionals, Carers and the local community. We are immensely proud of our staff and their passion, professionalism and dedication to changing people's lives. If you share that passion and want to make a difference, then come and join us.

An exciting opportunity has arisen for a Band 4 Team Administrator to join our team.

As part of this programme:

- You will receive monthly supervision to support your development and practice from the Office Manager.
- Your role within the team will be to deliver a quality administrative and secretarial service to the CAMHS Alliance Crises Team, adhering to deadlines and targets. To deliver and maintain an administrative and secretarial procedures that enhance the efficiency of the Management Team. Supporting with minute taking for senior meetings, diary management and general support to their line manager
- You will be working within a friendly, well established team. This will be an excellent opportunity for you to develop your skills in this area.
- You will receive training and development opportunities.
- This is a 9am-5pm Monday to Friday role.

We are looking for people to join us who share our values and can help us deliver a high standard of care. Successful candidates will demonstrate drive, commitment and enthusiasm for the delivery of quality administrative services and support for the team, together with an ability to exercise a degree of personal autonomy and decision making to satisfy the expectations of the role.

We would likely to encourage applicants from a range of diverse backgrounds and would be keen to hear about how you could bring experience of diversity to your clinical practice.

For further information please contact Shona Lyall: [Shona.Lyall@westlondon.nhs.uk](mailto:Shona.Lyall@westlondon.nhs.uk)

**Shona Lyall**

**Office Manager CAHMS Tri-Borough Services**

## About West London NHS Trust

West London NHS Trust is one of the most diverse healthcare providers in the UK, delivering a range of mental health, physical healthcare and community services commissioned locally and nationally. The Trust runs Broadmoor Hospital, one of only three high secure hospitals in the country with an international reputation.

Our high secure services care for patients from across the South of England and we provide low and medium secure services covering eight London boroughs. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs over 3800 staff, of which 51% are from a Black and Asian Minority Ethnic (BAME) background. Our turnover for 2021-22 is approximately £350m.

In recent years, there has been a step change in staff engagement, culture, performance and ambition of the organisation. The Trust is now rated as 'Good' overall by the Care Quality Commission, and the rating for our Forensic services has improved from 'Requires improvement' to 'Outstanding'. Rigorous financial management has been central to our ability to deliver service improvements. The Trust has delivered consistent surpluses since 2009, totalling more than £77m.

The Trust is an established key partner and contributor in the development of the evolving North West London Integrated Care System (ICS). The Chief Executive leads for mental health, equalities and engagement across the sector, mirroring her commitment to these issues.

In direct response to the Covid-19 crisis, and in partnership with Central and North West London NHS Foundation Trust (CNWL), the Trust set up a new psychological support service for NHS staff, residential homes, care facilities and the London Ambulance Service.

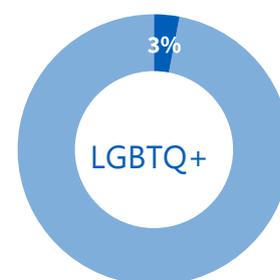
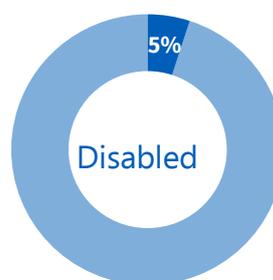
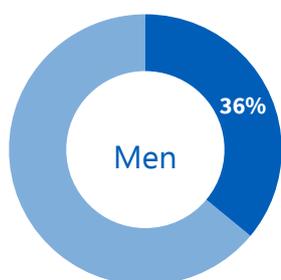
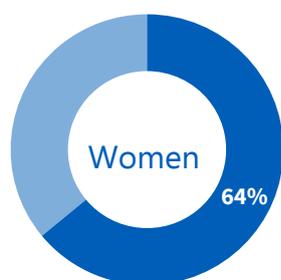
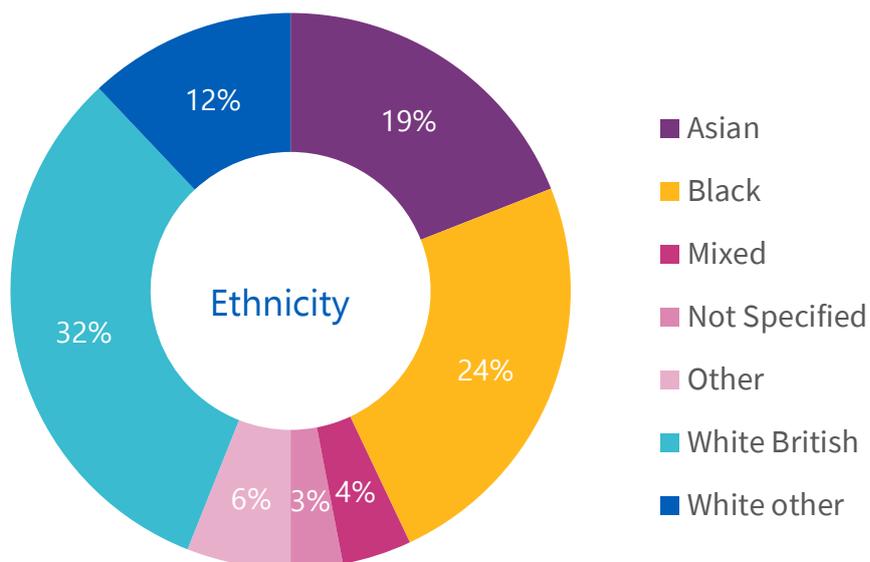
Collaboration has been the key to our success in recent years, and the launch of Ealing Community Partners (ECP) exemplifies our ambition. ECP is led by West London NHS Trust but brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents.

Our staff have rated us highly and in the 2020 staff survey, the Trust received the top score nationally in two categories: immediate managers and quality of care. The Trust was highly commended in the mental health trust category of the year HSJ Awards in 2020. It received an award for workforce innovation to improve staff recognition in the same year.

See [www.westlondon.nhs.uk](http://www.westlondon.nhs.uk) for more information.

## At a glance:

### Staff figures for 2020/21



[Click here to see how we promote inclusion](#)

### Patient figures for 2020/21

**108,266**  
patients in our  
services

**107,685**  
patients in the  
community

**7,239**  
children & young  
people using our  
services

**5,113**  
older people using  
our dementia  
services

2,638  
inpatient admissions

69,483  
patients in Ealing

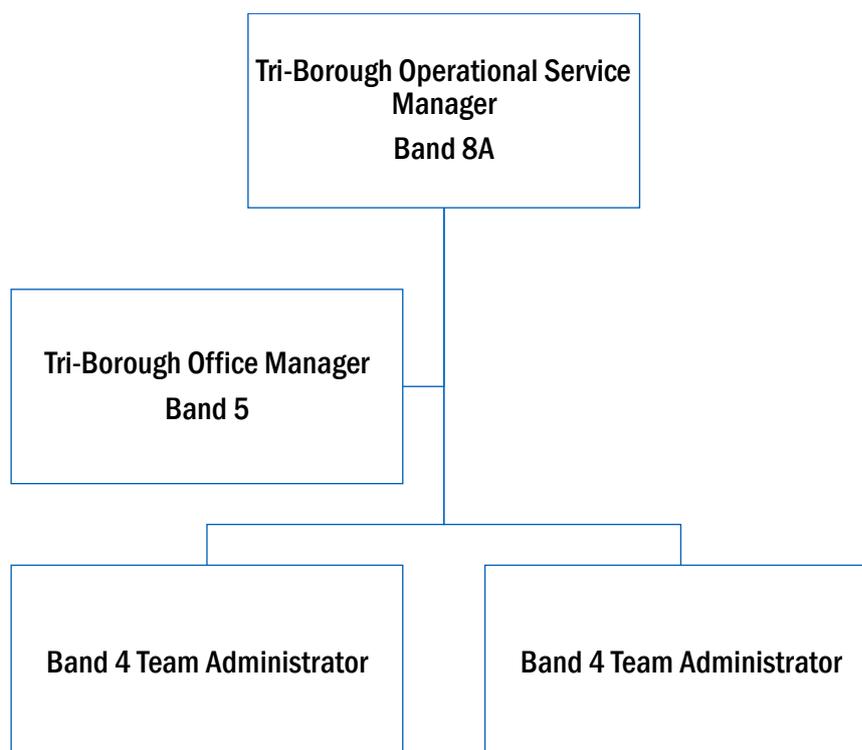
18,117  
patients in Hounslow

15,470  
patients in  
Hammersmith &  
Fulham

## How we are organised

The Alliance Team Administrator reports into the Tri-Borough Office Manager who reports into the Tri-Borough Operational Service Manager

### CAHMS Alliance Crises Team Admin Structure chart



The Trust's clinical service lines are as follows:

Acute mental health services	<b>Dr Fin Larkin</b> , Clinical director
Community & recovery mental health services	<b>Dr Julia Renton</b> , Clinical director
Older people's mental health service	<b>Dr Nevil Cheesman</b> , Clinical director
CAMHS & developmental services	<b>Dr Johan Redelinghuys</b> , Clinical director
Psychological medicine services	<b>Dr Alice Ashby</b> , Clinical director
Integrated care services	<b>Jo Manley</b> , Deputy director of local services
West London forensic services	<b>Dr Claire Dillon</b> , Clinical director*
High secure services	<b>Dr Robert Bates</b> , Clinical director
*also covers integrated care services	

## Our trust values

**Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

**Responsibility:** Ensure when we say we are going to do something, we do it. We do not leave it to someone else to do. Our service users are responsible for engaging in their treatment.

**Excellence:** Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

**Caring:** Ensure caring means more than showing compassion to our service users and each other. It is also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due.

## Job description

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<b>Post title:</b>	Team Administrator
<b>Grade:</b>	Band 4
<b>Team:</b>	CAHMS Alliance Crises Team
<b>Responsible to:</b>	CAMHS Tri-Borough Office Manager
<b>Remuneration:</b>	£25,147 - £27,596 plus Outer London High Cost Supplement of 15
<b>Base:</b>	Lakeside Mental Health Unit, West Middlesex Hospital Site, Twickenham Road, London, TW7 6AF
<b>Contract:</b>	Permanent

### Key relationships

Service Users, Clinicians, Social Workers, Team Managers, External Agencies,  
Administration Team Members

### Job Summary

The post holder will be a key member of the Alliance CAMHS crisis team. As the team administrator but part of the wider administration team, the postholder will provide a comprehensive, efficient and effective service.

The postholder is required to use initiative, planning and prioritising of their time to ensure that deadlines are met, providing administrative support, including inputting information onto RIO.

The postholder will provide cover and support for colleagues and administration staff during annual leave and sickness absence.

The post holder will be the first point of contact into the service and will contribute to a friendly, efficient, customer focused admin, secretarial service for the service, supporting achievement of local and wider Trust objectives, providing a professional service to staff, contractors, visitors, patients, relatives and carers

ensuring they are appropriately assisted whether via face to face, telephone or other method.

In addition, provide admin support to the wider admin team and supporting the supervision and management of any Band 2 or 3 staff. Key Result Areas and Performance:

- To provide a system of accepting, recording, reporting and responding to all referrals to the team within a timely manner and ensuring all required data fields are captured .
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- To supporting the production of presentations using Powerpoint when required.
- To take minutes at meetings, transcribe and distribute as required.
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- To accommodate service choices where appropriate while ensuring optimum use of time slots and other resources.
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- To tactfully remind staff in the team of data quality issues e.g. errors, omissions, late entry etc. and to keep the line manager informed.
- To develop and maintain good working relationships with all staff, both internal and external and with organisations to improve efficiency and flow of information for the patient's journey.
- To communicate with people in a sensitive manner and ensure that the people you communicate with have understood the information, especially in situations

where there may be communication or comprehension difficulties for cultural, language, physical, mental or other reason.

- To communicate effectively and diplomatically deal with queries whether by face to face contact, phone, fax, email or letter and ensuring accurate messages are forwarded to the appropriate people with minimum delay.
- To correctly prioritise own workload using initiative while working alone and deciding when advice or assistance is needed from the line manager.
- To prepare and plan for any peaks in workload in discussion with line manager.
- To ensure any verbal complaints are dealt with diplomatically and professionally ensuring that the line manager is informed.
- To identify any changes that would improve the speed, quality or resource use and discuss it with the supervisor/line manager.
- To participate in any relevant audits or surveys as appropriate.
- Ensure accurate entry of Outcome Measure data into RiO.
  - To provide temporary cover for short-term absence in other admin areas including full reception cover when necessary.
- To explain the duties of the role to new or less experienced colleagues and provide effective handover to anyone covering role during any absence; ensuring that all useful information to support handover is up-to-date.
- To use any security or intruder alarm systems for the work area and be aware of the setting or re-setting procedures
- At the end of the working day, ensure the security of the work area and switch off equipment to reduce energy wastage.
  - To maintain up to date records and databases in manual and electronic office systems, ensuring consistency, accuracy, attention to detail and enabling information to be located and retrieved.
- To maintain security and confidentiality of manual and electronic data, allowing access to those who are authorised and to dispose of information following appropriate procedures.
- To handle all incoming and outgoing information in a timely manner and disseminate appropriately.
- To ensure confidentiality, Caldicott, and Data Protection requirements are followed at all times including the disposal of confidential information.

- To demonstrate a willingness to learn and develop own skills through discussion and self-assessment.
- To identify own training and development needs and undertake appropriate training/education courses, both internal and external, where appropriate and thorough one-to-one coaching and training.
- To attend all statutory and mandatory training as and when required to do so.
- To participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed.
- To act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with the Trust's Health and Safety Policies.

### **Personal Development**

1. Taking a shared responsibility for own development needs within this role.
2. Setting personal development objectives annually with line manager in the context of the Trust Personal Development Review (PDR).
3. To attend mandatory training courses as indicated within Trust policies and procedures and maintain personal records of training attended.

### **Health, Safety and Security**

1. Undertaking work activities and related training as defined in the Trust health and safety policies and procedures.
2. Assisting in maintaining a safe working environment for self, colleagues and others.
3. Summoning immediate help for any emergency and taking the appropriate action to contain the emergency.
4. To adhere to Health and Safety procedures, reporting any issues, hazards or accidents in accordance with Trust policy.
5. Contact with visitors, both professional and social, on a day to day basis and ensuring they are aware of fire exits and any hazards within your area of work.
6. To report faults or hazards to the appropriate Health and Safety representatives adhering to Trust Policies and Procedures.
7. To provide support to colleagues during sickness, annual leave and other absence as required

### **Quality**

1. To promote a positive image for the Trust

2. To set up and maintain effective filing systems, paper and electronic.
3. To effectively collect and record data, electronically, on RiO, SystemOne or manually as required.
4. To make full use of available software to produce documents by audio and copy typing and circulate material within agreed timescales.
5. Understanding own position and role within the organisation and immediate work team, and knowing where to go for support.
6. Arriving promptly and alerting others if late.
7. Recognising how quality procedures impact on the work being carried out and acting consistently with them.
8. Introduce and maintain effective admin systems where required to maintain good practice within the department.
9. Identifying problems in own area of work and taking action to remedy them.
10. Making suggestions on how quality in own area of work can be improved and contributing to quality improvement within the service as a whole.
11. To take an active part in Trust audits where appropriate and relevant.

### **Service Development**

1. Applying the Trust's policies and procedures correctly in own work and reporting issues to line manager.
2. Correctly carrying out tasks related to evaluating services when asked.
3. Offering own views on how services can be improved.
4. Any other additional duties agreed with the post holder and line manager as appropriate to the nature of the post.

The post holder will ensure that their service adheres to and actively promotes the Equal Opportunities policy of the Trust.

The post holder will comply with all Trust Policies and Procedures.

Employees must be aware of the responsibilities placed on them under the most recent Health and Safety at Work Act and ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Ensure confidentiality of any information obtained relating to staff, patients and the organisation.

The post holder may be required to cover a range of administrative tasks subject to service need when necessary, including support for other borough Office Managers.

Support office manager to ensure all duty and on site rotas are kept up to date and circulated in a timely way, flagging any issues to the Operational Manager should they arise.

This is a description of the main duties and responsibilities of the post and as such is not intended to be exhaustive. The job description will be periodically reviewed and changed with prior consultation from time to time.

### **General**

The post holder may be required to work at any of the Trust's sites in line with the service needs. All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

### **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 the Data Protection Act 2018, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

### **Data Protection Act**

All staff have a responsibility to ensure that their activities comply with the Data Protection Act. Staff should not disclose personal data outside the organisation procedures or use personal data held on others for their own purposes. All staff has an obligation to ensure that care and/or personnel records are maintained efficiently and that confidentiality is protected.

### **Continuous Improvement**

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

### **Health & safety**

Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

### **Professional registration**

If you are employed in an area of work that requires membership of a professional body in order to practice, it is a condition of your employment to maintain registration of such a professional body and comply with its code of practice. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment. If you are required to have registration with a particular

professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment.

### **Risk management**

All Trust employees are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All managers have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

### **Infection Control**

Post holders employed to work in a role where entry to a care home setting, are required to demonstrate they have received the full course of COVID vaccination including any recommended booster doses. This will be a conditional requirement of employment which will need to be satisfied ahead of employment commencing.

In addition, it is an expectation that all staff will voluntarily receive the annual flu jab and other vaccines relevant at the time, to protect staff and patients from infection. All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures.

### **Financial Regulations**

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust and its stakeholders.

### **Safeguarding & Duty of Candour**

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines. All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

### **Standards of Business Conduct**

We expect the highest standards of corporate behaviour and responsibility from our staff. All staff have a responsibility to respect and promote the Trust values and vision. When speaking as member of West London NHS Trust to the media or any other public forum, employees should ensure that they reflect the current policies or views of the organisation. Staff should ensure that they do not engage in any behaviour that can cause reputational damage to the Trust.

### **Valuing Diversity & Human Rights**

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability and part time working status.

### **Agile/Flexible working**

The Trust recognises that Agile Working brings a number of benefits to the organisation. Not only does it support more cost effective workplace utilisation but it also enables us to attract and retain the best talent whilst increasing productivity and efficiency. The Trust is committed to supporting Agile working and empowering our staff to work in a manner that provides maximum flexibility and minimum constraints.

The Trust also continues to support staff via its flexible working arrangement options. These options enable staff to work in a way that suits their personal needs whilst also meeting the needs of the service.

### No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds. Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

### Trust Policies

All staff are required to familiarise themselves with Trust policies and comply with them at all times. Policies are reviewed regularly and may be revised from time to time.

## Person specification

	Criteria	Essential	Desirable	Assessment Method
Qualifications	<ul style="list-style-type: none"> <li>GCSE or Equivalent in English.</li> </ul>	X		A
	<ul style="list-style-type: none"> <li>NVQ Level 3 or Equivalent. Evidence of continuous professional education.</li> </ul>			A
	<ul style="list-style-type: none"> <li>RSA III typing or equivalent</li> <li>ECDL or equivalent.</li> </ul>		X	A

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a front line environment.</li> <li>• Commitment to providing a high quality service at all times.</li> <li>• Strong attention to detail</li> <li>• Professional attitude to work.</li> <li>• Able to work as part of a team</li> </ul>	X		A I
	<ul style="list-style-type: none"> <li>• Previous experience within NHS or Local Authority setting.</li> </ul>		X	A
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Confidentiality</li> <li>• Data Protection Act</li> <li>• A range of secretarial processes / Admin procedures</li> <li>• Knowledge of Health and Safety at Work</li> <li>• Knowledge of Microsoft Word, Excel and Powerpoint</li> <li>• Knowledge of Equal Opportunities and Diversity</li> </ul>	X		A I
	<ul style="list-style-type: none"> <li>• Producing activity reports</li> <li>• Understanding of mental health issues</li> </ul>		X	A I

<p><b>Skills</b></p>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Ability to work autonomously within a team and with other disciplines.</li> <li>• Able to deal with staff, visitors and clients in a professional, courteous and helpful manner</li> <li>• Accurate data entry skills</li> <li>• Accurate minute taking skills</li> <li>• Ability to work under pressure as part of a team or independently</li> <li>• Ability to work collaboratively and in partnership with other managers, professions and agencies.</li> <li>• Able to organise and prioritise work</li> <li>• Able to exercise discretion and maintain confidentiality at all times.</li> </ul>	<p>X</p>		<p>A I</p>
	<ul style="list-style-type: none"> <li>• Database skills (Microsoft Access)</li> <li>• Advanced Excel skills</li> <li>• Microsoft PowerPoint</li> <li>• Trained in the use of electronic patient record system</li> </ul>		<p>X</p>	<p>A I</p>

<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Self -motivated</li> <li>• A flexible, enthusiastic and mature attitude.</li> <li>• Adaptable to change.</li> <li>• Committed to team/service development and able to promote a positive image of the Service.</li> <li>• Enthusiastic and willing to learn</li> <li>• Professional presentation/standard of work</li> </ul>	<p>X</p>		<p>A I</p>
	<ul style="list-style-type: none"> <li>• Ability to learn new skills</li> <li>• Team player</li> <li>• Methodical approach to tasks.</li> </ul>		<p>X</p>	<p>A I</p>

**Assessment Key**

AF - Application Form

I - Interview

T - Test

P - Presentation

**Assessment Key**

A Application

I Interview

R Reference

## How to Apply

Applications should be submitted made via NHS Jobs.

The recruitment schedule is as shown below:

Event	Timescale
Closing date for advert	TBA
Shortlisting	TBA
Stakeholder event	
Interview date	TBA

### Visiting arrangement

For more information or an informal discussion please contact Shona Lyall by email on [Shona.Lyall@westlondon.nhs.uk](mailto:Shona.Lyall@westlondon.nhs.uk)