
JOB DESCRIPTION

V3 (24/02/20)

DATE: 02 October 2018

REF NO: MH001

JOB DETAILS:

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| JOB TITLE: | Administrative Assistant |
| BAND: | 2 |
| HOURS: | See contract of employment |
| DEPARTMENT: | BeeU Mental Health Admin Services |
| LOCATION: | Telford Langley School, Dawley |
| REPORTS TO: | Admin Team Leader |
| ACCOUNTABLE TO: | Admin Team Leader |
| RESPONSIBLE FOR: | The provision of a comprehensive reception and administrative service to the BeeU Mental Health Service. |

WORKING RELATIONSHIPS:

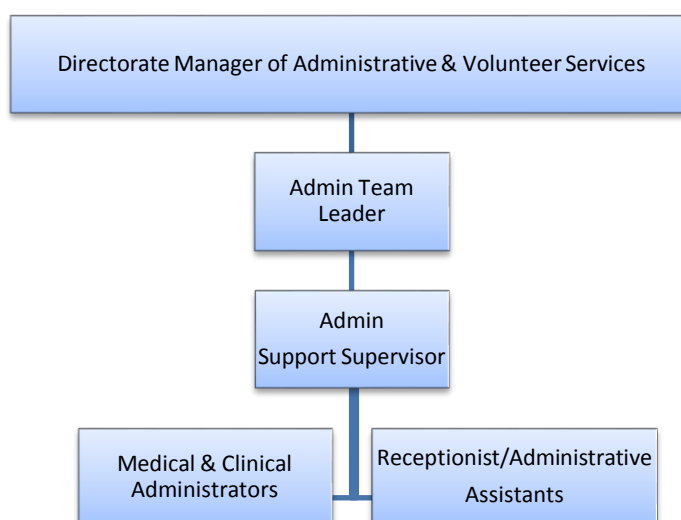
In addition to all Trust personnel, you will be expected to maintain professional working relationships with Service Users, Carers, Partner Organisations and other external agencies as required.

JOB PURPOSE:

The post holder will be responsible for providing a quality reception and administrative service working in close co-operation with all staff groups and other medical professionals. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the Admin Team Leader.

The needs of the service user will be the utmost priority. The principle of high quality customer care is at the heart of this role. The post holder requires the ability to work under pressure. Work pressures can include telephone calls, visitors and conflicting demands with a requirement for prioritising and managing workloads.

ORGANISATIONAL STRUCTURE:



KEY RESPONSIBILITIES

Main duties and responsibilities

1. To demonstrate the Trust's values in everything you do in the work environment.
2. To be responsible in the use and expenditure of the Trust's resources that you utilise.
3. To accurately maintain and keep secure patient health and staff records/systems in line with policy and standard operating procedure, to ensure data quality, confidentiality and compliance with the current Data Protection Law.
4. Maintain strict confidentiality regarding information concerning patients, staff and sensitive Trust Business at all times.
5. To carry out reception duties including meeting and greeting service users, carers, relatives and visitors, as requested by the Admin Support Supervisor and/or the Admin Team Leader.
6. Handle incoming and outgoing telephone calls in a polite and efficient manner. Receive and deal with telephone enquiries referring telephone queries to a more senior colleague where appropriate. Taking accurate messages and passing them to the appropriate person in a timely manner.
7. Type a range of documents including emailed requests, copy typing and audio transcription (via Winscribe digital dictation system) generated by the mental health pathway teams.
8. Prioritise own workload and meet deadlines in order to meet the requirements of the post.
9. Regular data entry and booking of appointments for service users on the clinical patient administration system, RiO.
10. Take / transcribe minutes as required and at the request of the Admin Support Supervisor and/or Admin Team Leader.
11. Prioritise and screen incoming correspondence ensuring it receives appropriate attention/direction.
12. Provide a full range of office tasks such as photocopying and scanning and uploading documents to patient clinical system – RiO.
13. To have proficient keyboard skills and use Microsoft Office programmes such as Word, Excel and Outlook competently.

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14. Work in conjunction with other administrative colleagues to ensure adequate officer cover as directed by the Admin Support Supervisor and/or Admin Team Leader.
 15. To undertake other duties as may be required suitable to the banding of the post.

Systems and Equipment

16. Frequent use of Microsoft Office applications.
17. Input information onto Trust's systems, such as RiO Patient Clinical System.
18. Ordering stationery via e-procurement and using E-Rostering and ESR to update annual leave and booking training.
19. Use of a manual or electronic bring forward system to prioritise own work load and to support managers in preparing in advance for meetings.

Decisions and Judgements

20. To work within clear guidelines and processes but will have some limited autonomy to plan and prioritise own work.
21. At all times minimises risk to self by undertaking safe working practices whilst working under remote supervision.

Communications and relationships

22. Liaise and communicate with a range of employees, managers and Team Leaders and other agencies with a professional and sensitive approach using a variety of communication and customer service methods.
23. Maintain a high level of confidentiality at all times.

Physical demands of the job

24. Dexterity, coordination for keyboard and telephony skills.
25. The post will be office based and there will be a requirement to use Display Screen Equipment (DSE) for significant proportions of the day.
26. To work predominantly from a base, although travel to work in other Trust locations within the locality will be required to meet service need.

Most challenging/difficult parts of the job

27. Frequent concentration will be required when responding to telephone enquiries, typing and checking documents.
28. Indirect exposure to distressing or emotional circumstances.

Note: This job description is not exhaustive and will be subject to review according to service need and organisational changes. Any proposed amendments or anticipated changes to the post will be discussed with the post holder.

JOB STATEMENT:

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| Infection Control |
| Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE. |
| Learning and Development |
| As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in KSF appraisal processes in line with Trust policy and guidance. |
| Health and Safety |
| As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others. |
| Trainee Status |
| As an employee of the Trust you have a responsibility to abide by the principles outlined within this job description, you are afforded Trainee status in recognition of the need to work towards attainment of the competences assigned to the role. |
| Constitution, Competence and Capability |
| As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability. |
| Dignity at Work Statement |
| Midlands Partnership Healthcare NHS Foundation Trust are committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff. |
| Safeguarding Children and Vulnerable Adults |
| All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training. |

PERSON SPECIFICATION

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|---|----------------|
| JOB TITLE: Administrative Assistant | |
| DEPARTMENT: Mental Health Admin Services | BAND: 2 |

*Assessed by: A = Application I = Interview R = References T = Testing

| ESSENTIAL CRITERIA | * | DESIRABLE CRITERIA | * |
|--|-----|--|-----|
| QUALIFICATIONS & TRAINING | | | |
| NVQ Level 2 in Business Administration (or equivalent level of administrative experience). | A | Minimum 1 year admin experience | |
| OCR/RSA II or equivalent experience. | A | | |
| EXPERIENCE | | | |
| Relevant experience of working in an office environment Relevant experience of undertaking office procedures with minimal supervision. Dealing with the public | A/I | Previous experience of working within the NHS Experience of using RiO or a patient clinical system. | A/I |
| SKILLS, KNOWLEDGE & ABILITIES | | | |
| Excellent typing skills. | T | Audio Typing | A/I |
| Proficient in the use of computer packages, including Microsoft Office. | A/T | Customer Service Skills | A/I |
| Ability to produce documents and reports to a high standard from handwritten and audio transcription. | T | | |
| Ability to prioritise workload in order to meet conflicting demands and deadlines. | T/I | | |

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| Ability to work on own initiative. | T/I | | |
| Demonstrate an understanding of the importance of effective teamwork. | I | | |
| Understanding of the importance of confidentiality and maintaining confidentiality. | I | | |
| Demonstrate effective verbal and written communication | A/T/I | | |
| Excellent telephone skills | I | | |
| Willing to travel to other locations as and when required | A/I | | |
| PERSONAL ATTRIBUTES | | | |
| Ability to be flexible to meet the needs of the service | I | | |
| Able to identify own development needs and willingness to undertake further training and development | I | | |
| Motivated, reliable, effective team player with a positive attitude | I | | |
| Ability to demonstrate the positive application of our behaviours. <ul style="list-style-type: none"> • Lead by Example • Respectful • Honest and Trustworthy • Caring and Compassionate • Listen and Engage | A/I | | |

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|-------------------|------------------|
| JOB HOLDER | SIGNATURE |
| | DATE |
| MANAGER | SIGNATURE |



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|--|------|
| | DATE |
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