

Job Description

Job Title:	Mobile Team Administrator
Band:	3
Network:	Children's Therapy Service – Central and West Locality
Base:	Minerva Health Centre
AfC Ref:	
Hours of work:	37.5 hours

Reporting Arrangements:

Managerially accountable to: Team Administrator

Job Summary

The job holder will provide high quality administrative support across a variety of teams, adhering to the Trust's policies and procedures.

Close attention to detail, a commitment to quality and a willingness to adapt to the changing needs of the service are essential.

Key Relationships

Consultants
Clinicians
GP Surgeries
Service Users
Other Network Clinic Services
IT Department
Estates
Finance
Human Resource Department

Key Responsibilities

Main duties and responsibilities

- To receive and deal with all incoming telephone calls as appropriate in a professional, polite and efficient manner.
- Communicate professionally and effectively with internal and external contacts using a variety of methods.

- To provide professional, comprehensive and confidential administrative support, this includes typing of letters, reports and policies from handwritten, dictated, paper, or electronic information in line with Trust corporate guidelines.
- Collect, collate and input confidential patient data onto NHS systems (e.g. iPM & various Databases & Excel spreadsheets).
- To deal with a variety of administration tasks including appointment booking, clinic and referral management, photocopying, faxing, ordering stationery, financial requisitions & sorting of post.
- Collate, provide, receive and appropriately store (manually and electronically) sensitive and confidential information.
- Use personal planning and organisational skills to work with minimal supervision within the set parameters to be confident to manage and prioritise time effectively and efficiently.
- Develop a variety of complex, analytical reports from raw data and a range of sources which may require researching information through various sources in order to present information as meaningful, reports, graphical charts, excel spreadsheet or power point presentations.
- To develop and maintain both electronic and hardcopy filing systems.
- To assist with training other members of the team as required.
- To assist in writing procedures and contributing ideas for process improvements.
- Work as part of a team and relate and interact effectively with colleagues.
- To attend meetings and accurately record & distribute minutes & actions.

Key Responsibilities

Communication and Relationship Skills

- To be the first point of contact for the unit/department. Greeting visitors and ensuring people sign in and are met by staff or directed to the right area as appropriate.
- Manage departmental meetings on a regular basis including diary management, room booking and document management.
- To answer telephones, taking and forwarding messages, ensuring that all telephone and personal callers receive a prompt, courteous, non-judgmental and well-informed response.
- Respond to queries, dealing with routine matters and passing more complex queries to the appropriate member of staff, seeking advice from the Team Leader when necessary.
- To ensure reception/work area is kept presentable well organised and that confidential information cannot be seen or overheard by visitors.
- Cover reception duties when required.
- Provide day to day support to clerical officers when appropriate.
- Receive, allocate and despatch departmental mail (internal and external)

Provide an administrative service to include typing of routine information such as reports, minutes and other correspondence on behalf of the manager and other members of the team.

- To file and scan documents including service user information.
- To photocopy, scan, collate and distribute documents as directed.
- Work collaboratively with the appropriate management teams and other departments including clinicians to ensure that all appropriate leads are notified in case of matters of urgency and dealt with in a timely manner.
- Attend and participate in team meetings and administrative service meetings as required as part of the smooth running of an integrated team base service approach.
- Assist in the running of an efficient appointment system, dealing with routine referrals, sending patient letters/information and distributing to appropriate clinic team.
- Work collaboratively with the appropriate management teams, other departments and clinicians to ensure all appropriate leads are notified in any matters of urgency and dealt with in a timely manner.

Analytical and Judgmental Skills

- The post holder is required to make decisions and judgements concerning information received in order to prioritise and refer on to the appropriate staff/department, or take appropriate action within agreed boundaries.
- Make decisions and judgements concerning information received e.g. referrals and service user queries in order to prioritise and refer on to the appropriate staff/department, or take appropriate action within agreed boundaries.
- Managing diaries including effective use of time and considering travel implications.
- Prioritising the day to day work to ensure all tasks are undertaken and completed within the required timescale.

Planning and Organisational Skills

- Monitor, maintain and order stock and non stock supplies for the team.
- To operate in line with Trust policy and departmental procedure in respect of tracking and retrieval of health records
- Plan and organise meetings and departmental events carrying out associated duties, including preparation of documents, booking and setting up of rooms, refreshments and equipment as required.
- Ensure all reception areas are kept presentable, well organised to ensure confidential information cannot be seen or overheard by visitors.
- Planning and administrating referral and discharge process including inputting into electronic systems within defined time scales.
- Plan and prioritise own work to cope with variable demand and interruptions, ensuring quality and completions.
- Assist in site security duties where appropriate.
- Responsible for operating in line with Trust policy and departmental procedure in respect of tracking and retrieval of health records.

Physical Skills

- High level of good and accurate typing skills.
- Use of standard office equipment such as photocopier, fax, filing cabinets etc.

Patient/Client Care

- Responsible for dealing with routine queries from young people, their parents or carers using tact and empathy as required and ensuring complex queries are promptly passed on to the appropriate member of staff.
- Be an advocate for services, responding accurately and appropriately to enquiries and requests for information in relation to service provision.
- Communicate effectively with clients by telephone, text, email or letter as appropriate.
- Communicate with young people, parents and carers with regard to information about appointments, referrals, discharges and equipment as necessary.

Responsibilities for Policy and Service Development

- To comply with all Trust policies and procedures, in particular confidentiality, management of patient records and all administration operational policies and procedures. To keep up to date with all policies and procedures.
- To contribute to service developments and redesign of administration policy and procedure.
- Implement new administration policy and procedures within the department.

Responsibilities for Finance

- Reporting faults within the working environment, for example to estates and facilities or IT help desk. Monitor responses to job requisitions ensuring these are carried out as promptly as possible, chasing up failures to respond as required.
- Order and receive supplies and non-stock items, ensuring items match delivery notes, raising any discrepancies with appropriate person in the administration team.

Responsibility for Human Resources

- Demonstrate own activities to new or less experienced staff.
- The post holder will be expected to work flexibly in response to the needs of the Networks Business Administration Department. Providing cover to departments on various sites as directed by their administration line manager to ensure continuity of a quality service provision.
- Take responsibility for own personal educational and development needs in line with service requirements.
- Participate in a Professional Development Review (PDR) with Admin Team Leader, identifying areas of professional development in order to meet service and personal objectives.
- Responsible for day to day support of clerical officers including new starters on induction.
- Act up for the Administration Team leader when necessary.

Responsibility for Information Resources

- Ensure timely and efficient input of client demographic information, referrals and waiting lists onto the Trust's computerised systems; RIO, ECR, EDMS, Windip, EMIS, etc.
- Administer the departmental referral and discharge procedures and ensure waiting time data is monitored and appropriate action taken to maintain waiting time targets.
- Monitor Outpatient appointment systems.
- Check data accuracy and carry out searches on Trust information systems to ensure data quality is correct and updated liaising with Information Services as appropriate.
- Create paper patient records in accordance with departmental requirements.
- File documents including service user information.
- Photocopy, scan, collate and distribute documents as directed.
- Updating patient information, documents
- Ensure adequate supplies of patient information and service related materials.
- Assist in archiving service and patient records.

Research and Development

- Participate if requested in providing/collating information to support research and development when requested.

Freedom to Act

- To be self-motivated, prioritise own workload and work flexibly within defined parameters. Referring matters on to Line Manager as appropriate.
- Support the implementation and development of administrative systems that will support functions of the team.
- Prioritise, following standard operating procedures, day to day work and delegate work to clerical officers where appropriate.

General

- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- To ensure that all duties are carried out to the highest possible standard
- The post holder must attend all relevant mandatory training in health and safety, risk assessment, infection control etc.
- Be aware of the confidential nature of the work and adhere to the policy concerning confidentiality at all times, ensuring strict security of documentation and vulnerable items of equipment at all times.

Person Specification

Description	Essential	Desirable	Assessment
Education/ Qualifications	Business Administrative qualification at NVQ Level 3/RSA 3 typing or word processing or equivalent experience ECDL or equivalent experience GCSE English Language and Mathematics A-C		Application
Knowledge	Knowledge of a range of secretarial duties Good understanding of Microsoft Office applications Knowledge of Safeguarding Agenda Knowledge of Customer Service approaches Good understanding and knowledge working with databases	Knowledge of Datix Patient Safety System Knowledge of NHS data systems such as; RIO, ECR, Windip, EDMS Understanding of the Children and Young Peoples Wellbeing Network	Application form Interview Assessment
Experience	Working in a secretarial role Data inputting and checking Working in a customer service environment Administration of meetings; organising, minute taking, document management Diary management	Managing waiting list data Working in Children and Young Peoples Wellbeing Services Working within Safeguarding environment Working in the NHS	Application form Interview Assessment

	Day to day support of clerical staff	Working in a customer services environment.	
Personal	Excellent telephone manner Treats people with courtesy and respect at all times Good sense of humour Team player A flexible approach to work Problem solving skills		Application form Interview Assessment
Skills and Abilities	Good grammar and numeracy skills Excellent keyboard skills Excellent organisational skills Excellent communication skills both verbal and written Data input and retrieval Proof reading skills		Application form Interview Assessment
Work Related Circumstances	Willingness to travel around the organisational footprint Ability to work flexibly and comply with all requirements of the post		Application form Interview Assessment

EFFORT FACTORS

PHYSICAL EFFORT What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
Normal office duties.	Daily		Minimal	No

Is the job holders expected to sit /	How often?	For how long?	What activity is involved?
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stand in a restricted position?			
No			

MENTAL EFFORT Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
Inputting data	Daily	Variable
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
No		

EMOTIONAL EFFORT Does the job involve dealing with any distressing or emotional circumstances? – Please detail.	Direct / Indirect exposure	How often?
May have contact with distressed service users. Occasion contact with unhappy service users, but will signpost to someone more senior.	Direct	Once a week
WORKING CONDITIONS Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?	
No		

Our values and behaviours

The values and behaviours represent what we, as an organisation and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with and reinforces, these values:

Values	Behaviors we expect
We are always learning	<ul style="list-style-type: none"> ✓ We pro-actively seek out opportunities to learn and support the learning of others ✓ We prioritise quality and safety and are open and flexible to change and improvement ✓ We value appraisals, supervision and learning opportunities ✓ We speak up if we are concerned about safety and focus on opportunities to improve
We are respectful	<ul style="list-style-type: none"> ✓ We are open and honest, trying our best to ensure people receive information in ways they can understand ✓ We seek, value and learn from diverse perspectives, views and experiences ✓ We put service users and carers at the heart of everything we do ✓ We take pride in our work and understand we are responsible for our actions

We are kind	<ul style="list-style-type: none"> ✓ We are approachable and show compassion ✓ We actively listen to what people need and pro-actively offer our support ✓ We care for our own wellbeing and the wellbeing of others ✓ We celebrate success and provide feedback that is authentic and compassionate
We are a team	<ul style="list-style-type: none"> ✓ We take personal and team accountability to deliver the highest standards of care ✓ We work in active partnership with service users and carers ✓ We actively build trusting relationships and help others feel joy and pride in work ✓ We work well with colleagues across LSCft and in our partner organisations to enable patient centred, joined up care

Special conditions:

As a member of staff you have:

- Legal duties and responsibilities under health and safety legislation, plus a general duty to work safely and not to put others at risk, including colleagues, service users and visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health and safety. The Whistle-Blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire and South Cumbria NHS Foundation Trust staff employed within clinical environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to the local safeguarding

children's board, local safeguarding adult board and Lancashire and South Cumbria NHS Foundation Trust procedures for safeguarding and protecting children.

- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data; both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to disciplinary action being taken.
- The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of information governance and to complete the mandated training modules which have been agreed.
- The Trust places great importance on sustainable development, reducing its carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact,

use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.

- All staff and contractors must follow Trust policies and procedures relating to infection prevention and control (IPC) including the Dress Code Policy. All staff have a duty of care in following best practice which is fundamental to IPC, which includes maintaining a clean and safe environment at all times. It is an expectation that Trust staff at all levels make IPC a priority as they perform their roles.

Promoting equality and reducing inequalities:

- You should understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- You should create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
- You should uphold the Trust's commitment to health and wellbeing.



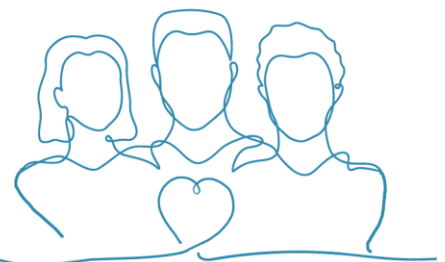
**We are
Kind**



**We are
Respectful**



**We are
Always
Learning**



**We are a
Team**