

HUMBER TEACHING NHS FOUNDATION TRUST JOB DESCRIPTION

Job Title:	Administration Assistant
Band:	2
Department:	Department of Psychological Medicine
Responsible to:	Administration Officer
Responsible for:	N/A
Location:	Princes Court, Princes Avenue

Job Role Summary

- To provide administrative support to clinical teams/support services within standard administrative/reception procedures and contribute to the planning and development of the service/department as a member of the team.

Core Functions

To provide administration support to the Team, to answer the door to Patients, staff and visitors, to make and receive calls to Patients.

Communication and Relationships Skills

- Provide and receive routine information, to inform work colleagues, patients, clients.
- Checks with clerical and administrative staff the accuracy of patient information.
- Excellent verbal and written communication skills to interact with colleagues and other healthcare professionals effectively.
- Ability to work collaboratively in a team environment and communicate clearly to resolve data-related issues.
- Demonstrated proficiency in listening actively and following instructions accurately to ensure data entry tasks are completed to a high standard.

Analytical and Judgemental Skills

- Judgements involving facts or situations, some requiring analysis.

A provider of integrated health and social care services across Hull, East Yorkshire, North Yorkshire and beyond.



- Solves problems relating to patient records, checks for accuracy.
- Strong attention to detail and ability to spot errors or discrepancies in data entered.
- Capacity to analyse data effectively to identify trends or patterns that could impact the quality of patient care.
- Sound judgement in prioritising tasks and managing workload to meet deadlines and maintain data accuracy
- To make judgements in resolving problems of a customer service or administrative nature within pre-defined limits, referring anything of a more complex nature to senior staff
- To deal with all enquiries effectively and responsively, deciding upon appropriate follow-up action.
- To deal with incoming/outgoing mail in accordance with the workplace procedures

Planning and Organisational Responsibilities

- Organise own day to day work tasks or activities.
- Prioritises own work.
- May assist with the arrangement of meetings, may be required to take notes of a non-complex nature

Physical Skills

- Physical skills obtained through practice / Developed physical skills; advanced keyboard use.
- Input patient/client information into computer.

Responsibilities for Patient Care

- There may be incidental patient contact when engaging with patient groups or whilst providing data entry support within operational services

Responsibilities for Policy and Service Development Implementation

- Follow policies in own role, may be required to comment.
- Follows departmental policies.

Responsibilities for Financial and Physical Resources

- Personal duty of care in relation to equipment, resources.
- Careful use of office equipment.

Responsibilities for Human Resources

- Demonstrate own activities to new or less experienced employees.
- Demonstrates own tasks to new starters.

Responsibilities for Information Resources

- Data entry, text processing, storage of data generated by others.
- Process patient / client records; generate standard reports.



Responsibilities for Research and Development

- Undertake surveys or audits, as necessary to own work.

Freedom to Act

- Standard operating procedures, someone available for reference.
- Works within standard data entry procedures.

Standard Paragraphs

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
- Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.
- Health and Safety: Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- Infection Prevention and Control: Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- Professional standards and performance review: Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the

developing needs of the Trust and its services, as well as the personal development needs of the post holder

Confirmation of Job Evaluation Process

Job Reference Number:	JE2455
Date of Job Evaluation:	April 2024

Person Specification

	Essential	Desirable	How assessed
Qualifications and Knowledge	<ul style="list-style-type: none"> • 2 GCSEs/O levels English and Maths • Advanced keyboard skills e.g. RSA/OCR, ICDL, OR demonstrable experience within A&C field at standard level • To have some knowledge of office procedures, clerical/reception work. • Literate and numerate 		<ul style="list-style-type: none"> • Application form • Interview • Formal qualifications/certificates



Experience	<ul style="list-style-type: none"> • Experience in the operation and use of Microsoft Office products • Effective organisational and interpersonal skills with the ability to deal with people at all levels 	<ul style="list-style-type: none"> • Understanding of a range of work procedures and practices, some of which are non-routine and are acquired through formal training or equivalent experience • Knowledge of Trust IT systems e.g.Lorenzo or S1 as appropriate to work area • Experience of working in an office environment 	<ul style="list-style-type: none"> • Application form • Interview
Skills and Competencies	<ul style="list-style-type: none"> • Be able to demonstrate good listening and problem-solving skills • Able to demonstrate effective interpersonal communication skills, electronic, written and oral • Good planning and organisational skills • Ability to work effectively as part of a team • Attention to detail and accuracy • Able to plan and prioritise effectively and use own initiative • Ability to demonstrate ethical values and attitudes within a culture of equality and diversity 		<ul style="list-style-type: none"> • Application form • Interview



	<ul style="list-style-type: none"> • Ability to commute between the various sites • Willingness to adapt to change and work flexibly 		
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Job Risk Profile – Effort Factors

This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos		X				Frequent sitting or standing in a restricted position. Inputting into computer for a substantial proportion of working time.
Lifting weights / objects above 15 kilos		X				
Using equipment to lift, push or pull patients / objects		X				
Lifting heavy containers or equipment		X				
Running in an emergency		X				
Driving alone / with passengers / with goods	X		X			When commuting to or between sites
Invasive surgical procedures		X				
Working at height		X				
Concentration to assess patients / analyse information	X				X	Requirement for prolonged concentration to ensure accuracy. Occasional indirect exposure to emotional or distressing circumstances (sensitive information)
Response to emergency situations		X				
To change plans and appointments / meetings depending on the needs of the role		X				
Clinical Interventions		X				
Informing patients / family / carers of unwelcome news		X				
Caring for terminally ill patients		X				



Dealing with difficult family situations		X				
Caring for / working with patients with severely challenging behaviour		X				
Typing up of minutes / case conferences	X		X			Creating action notes from meetings attended
Clinical / hands on patient / client care		X				
Contacts with blood / bodily fluids		X				
Exposure to verbal aggression		X				
Exposure to physical aggression		X				
Exposure to unpleasant working conditions dust / dirt / fleas		X				
Exposure to harmful chemicals / radiation		X				
Attending the scene of an emergency		X				
Food preparation and handling		X				
Working on a computer for majority of work	X				X	Continues VDU use
Use of road transport	X		X			For commuting to or between sites

Caring, Learning & Growing



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& Growing Together

A provider of integrated health and social care services across Hull, East Yorkshire, North Yorkshire and beyond.