

JOB DESCRIPTION

Job Title:	Administrator
Band:	Band 4
Hours of Work:	37.5 hours per week
Location:	Highgate Mental Health Centre OR Huntley Centre
Speciality/Department:	Administration – Hospital Division
Accountable to:	Managing Director (Hospital)
Responsible to:	Admin Manager/Senior Administrator/ Team Manager/Senior Service Manager

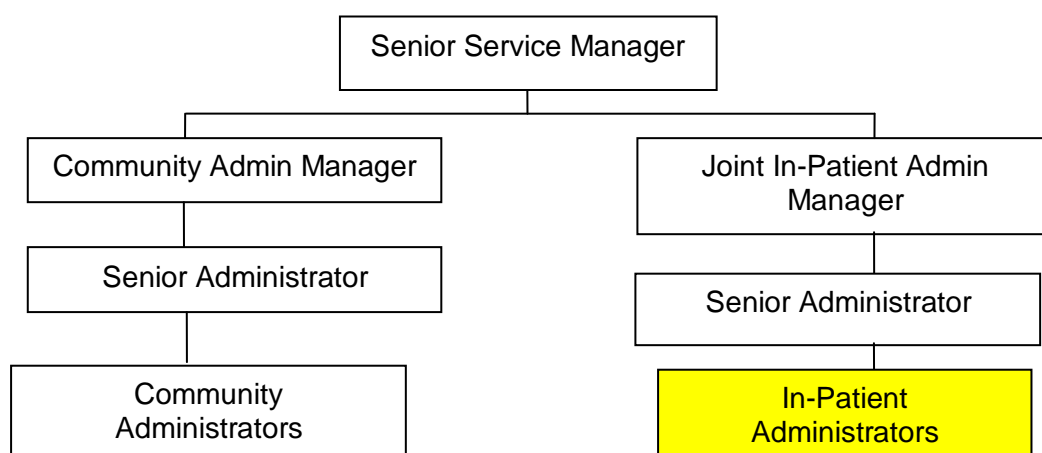
All staff employed or seconded directly to Camden & Islington Foundation Trust regardless of the band or clinical grade will be required to work within the clinical and operational structures. The job description reflects the generic level of core competencies, skills and experience required to undertake the duties that are consummate to the band or grade.

1. JOB PURPOSE

The post holder will provide an effective and efficient administrative service within one of the service lines that form the Foundation Trust.

The post holder will support a team of medical/clinical staff by helping them to achieve the Trusts KPI targets, producing weekly updates for the team/senior managers and highlighting any shortfalls to their teams to ensure that such targets are met.

Admin Service Organisational Position (illustrative)



2. RELATIONSHIPS

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.

Internal Relationships

The post holder will form internal relationships with colleagues, MDT, senior managers, and ward managers.

External Relationships

Where necessary the post holder will form external relationships i.e. GPs, external NHS colleagues and Commissioners.

3. JOB SUMMARY

The post-holder will need to demonstrate a high level of prioritising and organisational skills and be able to use initiative to develop office support systems as required, and to organise their own workload to meet Trust and local requirements, adjusting priorities as necessary in negotiation with the department and administration managers.

The post-holder will have proven ability to work under pressure to meet strict deadlines, be adaptable and flexible when faced with change; should have the ability to deal with the ever-increasing demands of the role, adapting to changes within that role when necessary. Should be competent with Microsoft office programs; be a strong team player, who is highly professional, motivated, customer focused and welcomes working in a challenging environment; should have the ability to use initiative in problem-solving and escalate concerns where necessary; understand the sensitive nature of the work undertaken and be able to respond to this in an appropriate manner; be able to work in a culturally diverse environment and have an understanding of equality and diversity issues and should have excellent attention to detail.

The job will involve liaison between colleagues at all levels, both inside and outside the Trust, as well as with service users and carers.

The post-holder will be expected to identify threats to the service offered to service users or to the Trust and to contribute to improving systems and processes.

4. MAIN DUTIES AND RESPONSIBILITIES

Administrative

- i) To provide a full range of high-quality administrative support to the service line teams
- ii) To accurately type correspondence and complex reports, summaries and other documents, both clinical and general, using audio and copy typing.
- iii) To prepare and edit presentations using appropriate software packages.
- iv) To implement relevant high quality office systems and exploit the use of IT, in conjunction with the team manager and in liaison with the administration manager as appropriate.

- v) To accurately maintain all relevant service user data systems in a timely manner in accordance with Trust and local standards.
- vi) To manage diaries of allocated managers/professionals appropriately.
- vii) When required to arrange for consultant specialists or junior doctors to attend MHA tribunal hearings.
- viii) To use initiative appropriately to deal with and prioritise post and telephone calls.
- ix) To deal with all administrative duties to support the operation of the service line.
- x) To obtain, create and maintain service user case notes in line with national standards such as Clinical Negligence Scheme for Trusts (CNST) and Trust and local policies.
- xi) To liaise with the Information Governance Department about Access to Records queries if required.
- xii) To arrange and service meetings as necessary including the taking of minutes.
- xiii) To ensure adequate stocks of stationery, supplies and forms are maintained and used cost effectively within the department, liaising as appropriate with the appropriate Line Manager about orders and ordering in line with local procedures.
- xiv) To provide, in conjunction with other administration staff, cross cover for other administrators during periods of heavy work pressure or absence.
- xv) To implement and follow relevant policies relating to administrative duties.

Staff Management

- i) To be responsible for monitoring the work of bank and agency admin workers if required and to be involved in the induction of new staff recruited to the team.
- ii) To supervise the work of the Apprentices as necessary.
- iii) To be involved in the induction of junior doctors in order to familiarise them with local administrative procedures.

Communication

- i) Ensure good communication is maintained between colleagues at all levels and service users.
- ii) To work with the line manager to ensure that all relevant people/departments are informed of the appointment and termination of team members.

- iii) To inform the relevant department of any clinic cancellations or outpatient appointments in line with Trust and local policies and procedures.
- iv) To liaise with administrators and the relevant department to ensure service user follow-up appointments are made on discharge.
- v) To ensure confidentiality is maintained when sharing information of a sensitive and contentious nature with other professionals, patients and carers.
- vi) To handle any enquiries from service users and carers with sensitivity and tact using persuasion skills when required to resolve problems.

5. GENERAL

- i) To participate in team meetings as required by your manager.
- ii) To carry out reception duties as necessary, including meeting and greeting visitors to the service and directing them to the correct person or department, managing the room bookings system.
- iii) To provide cover for Patient Affairs.
- iv) To maintain an accurate record of junior staffs, leave.
- v) To inform the line manager of any site issues in order to ensure that any maintenance or works problems in the department are dealt with in a timely manner, keeping appropriate records in line with local/Trust policy.
- vi) To comply with the Trust's Health and Safety policy and Safe Systems of Work and maintain appropriate records.
- vii) To use the supervision and appraisal process to review professional standards and performance and to identify individual training needs, undertaking training as identified in the personal development plan and in negotiation with the line and administration manager.
- viii) To ensure that the work area complies with health and safety requirements reporting as necessary any site issues to Senior Administrator/Team Manager or Associate Director.
- ix) To be involved in stock control ordering stationery etc. and managing petty cash if required.
- x) To undertake any other duties commensurate with the grade as requested by the appropriate manager.

6. PERSONAL DEVELOPMENT

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided, and

development opportunities agreed in line with service provision and knowledge and skills competency framework.

MANDATORY TRUST RESPONSIBILITIES

PROBATIONARY PERIOD

This post is subject to the requirements of a six-month probationary scheme for new staff only.

CONFIDENTIALITY

The post holder must always maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with "Caldicott principles".

CODE OF CONDUCT

Camden and Islington NHS Foundation Trust has a code of conduct for all non-registered staff in a direct care role. As an employee of the Trust, you are expected to comply with this code at all times, and any breach of it whilst in practice will be investigated by the Trust.

Copies of the code of conduct can be obtained from the Human Resources Department and it is also available on the Camden and Islington NHS intranet.

DATA PROTECTION

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping Policy. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently, and that confidentiality is protected in line with the Trust's Confidentiality of Health Records Policy.

All staff has an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

PROFESSIONAL REGISTRATION

If you are employed in an area of work which requires membership of a professional body in order to practice (e.g., Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.

You are required to advise the Foundation 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. Furthermore, throughout your employment with the Foundation Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any professional body or in respect of any required qualifications.

RISK MANAGEMENT

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation 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 Governance Committee and Risk and Assurance Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Governance Committee or Risk and Assurance Committee if resolution has not been satisfactorily achieved.

POLICIES & PROCEDURES:

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of the Trust's Risk Management Strategy which includes the responsibilities placed on them by the Health & Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

SAFEGUARDING

The Trust is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. All staff are expected to implement the Trusts' Safeguarding policies and procedures, act promptly on concern, communicate effectively and share information appropriately.

HEALTH AND SAFETY

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work etc Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees and visitors.

INFECTION CONTROL

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE)

GENERAL

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The post-holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post-holder. As the Trust develops, the requirements of the job may change, and the post-holder is expected to adapt to these changes.

EQUAL OPPORTUNITIES POLICY

The Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work.

All employees are expected to abide by the Trust's equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

Date: 10th November 2021

Prepared By: *Angie Robinson and Nerma Russell*