

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION FORMAT

Job Title:	Assistant Team Administrator
Grade/Band:	3
Department:	MW Essex Community Team
Responsible to:	Admin Manager
Accountable to:	Senior Service Line Lead
Base:	Kao Park, Harlow, CM17 9NA

Hertfordshire Partnerships University NHS Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health.

- Acute and Rehabilitation Services including inpatient services and crisis team.
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit.
- Learning Disability and Forensic Services.

Our Mission

“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing.
- Keeps people safe from avoidable harm.
- Is effective and ensures the very best clinical and individual recovery outcomes.
- Provides the best possible experience.

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”.

We will achieve our vision by:

- Putting the people who need our care, support, and treatment at the heart of everything we do – always.
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them.
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’.

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.



Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other.

By living our values, we will deliver our ambition to be a leading provider for everyone we work with.

	we are...	you feel...
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise, and develop our staff.

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- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform, and ultimately deliver the very highest standards of care to the service users and communities that we serve.

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Job Summary

The post holder will be responsible for providing administrative support to staff based in multiple locations, as well as working closely with other members of the administration team to ensure an effective reception and admin service. As the first point of contact for visitors to the site/building the post holder is responsible for conveying the correct impression for the whole of the Trust.

Key duties may include greeting visitors, answering, and redirecting phone calls, processing incoming and outgoing mail, booking rooms, preparing rooms for meetings and carrying out various admin tasks such as photocopying, scanning and archiving documents. Handling queries and maintaining data / information systems, completing typing tasks, including on occasion taking formal meeting minutes, chasing actions and outcomes.

In addition, the role may also involve ensuring safety systems are in place, acting as a Fire Marshall in cases of emergencies.

The post holder will operate sometimes without direct supervision, using independent judgement and control a defined workload.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Key Relationships

The post holder is expected to work closely with and support Assistant Business Administrators Senior Business Administrators and Clinical Support

Administrators to provide a consistent and efficient admin service as a team.

The role will also be required to manage internal relationships within the ELDP Partnership including the Joint Management Group, EPUT and HPFT.

Duties and Responsibilities:

- Provide reception cover when necessary - Meet and greet all visitors to the site/building as the first point of contact. Maintain a log of staff and visitors entering and leaving the building.
- To answer, redirect and take telephone messages. Dealing with enquiries as appropriate. Ensuring all messages are relayed as quickly as possible to Managers and their teams.
- Sort and distribute incoming mail.
- Process outgoing mail (external and internal) as appropriate including
- franking post and preparing recorded/special delivery when required/ use of EnvoyPost print server.
- To maintain system for the booking of rooms and ensure the room are used as efficiently as possible.
- Ensure that meeting/clinical rooms are prepared ready for meeting/ treatment, with equipment as required.
- Photocopy, scan, fax, email, or archive documents as required.
- To implement staff safety systems as per policy.
- To act as Fire Marshall, including completion of evacuation register in the event of fire or practice evacuation to ensure the safe evacuation of the building and directing fire brigade on arrival.
- Ensure departmental inspections and health and safety risk assessments are carried out as required.
- To report and ensure equipment and environment faults are dealt with by relevant persons.
- Maintain petty cash systems as required following financial policies and procedures.
- Complete typing and other administration tasks as required.
- Organise patient transport for discharge, appointments, admissions.
- Arrange meetings / appointments on a regular basis.
- Book staff training as requested.
- To plan and update diaries as and when necessary.
- The post holder will be expected to establish and maintain effective bring-forward and filing systems.
- Be aware of and able to make adjustments to plans at short notice.
- To manage and organise own time and work efficiently and adhere to deadlines to enable the smooth running of the department.
- To deal with all service user enquiries, exercising initiative with regard to necessary action, using sensitivity and tact.
- Keep data/information systems up to date and stores information correctly and safely. Admissions: preparation of folders if service user is new to the service, or the receiving of old folder if transferred, logging of admission onto Paris. To maintain service users' data on PARIS
- Booking and recording of staff training and logging of attendance to

training

- Responsible for informing services users/carers, colleagues and outside agencies of appointments, changes to appointments, cancellations in person, telephone or by letter.
- To negotiate agreements and co-operation from patients using tact at all times
- To provide minute taking support on occasions
- To provide letter writing support on occasions
- Any other duties as deemed appropriate to grade as requested by managers.
- To update skills as necessary and attend mandatory training.

Clinical Responsibility / Service User

- The role has no clinical responsibility, but the post holder will contribute to Service User care by assisting Service Users during incidental contacts, and by providing non-clinical advice, information to Service Users / relatives / carers. about appointments, clinics, admissions. Organises e.g., patient transport, discharge, appointments, admissions.

Leadership and Staff Management Responsibility

All staff have a duty to always promote and support individual personal health and wellbeing, this includes both physical and mental health and wellbeing.

The role has no line management responsibility, but the post holder will be expected to:

- Demonstrate own activities and departmental procedures to new or less experienced employees.
- Offering support and advice around own role when necessary
- Provides mentorship to lower banded staff.
- Trains staff on own departmental procedures and policies

Financial Responsibility

All staff have a duty to observe a personal duty of care in relation to the Trusts financial and physical resources. The post holder will be expected to:

- Order non-stock requisitions, researching equipment/products if necessary.
- Regularly monitor stationery levels, ordering as appropriate.
- Maintain and be responsible for maintaining equipment and reporting faults.
- Handles patient valuables or petty cash, on occasions. To manage and be responsible for service users' money, keeping up to date records and receipts.
- To manage and be responsible for petty cash
- Authorised signatory for small payments

- Signs time sheets

Service Development and Improvement

All staff have a duty to follow departmental procedures and policies. The post holder will be expected to:

- Follow policies in own role.
- Comment on / Implement policies and propose changes to practices, procedures for own area.
- To propose changes to working practices for own work area and discuss with manager.

Communications

The post holder will be expected to:

- Provide the agreed level of reception service cover when required, to receive visitors to the building, provide directions or escort as appropriate.
- To answer, redirect and take telephone messages. Dealing with enquiries as appropriate, checking clerical, patient information with clerical staff and patients. Ensuring all messages are relayed as quickly as possible to Managers and their teams. Provide information to staff from other departments, external contacts.
- Provide and receive routine information requiring tact or persuasive skills, considering barriers to understanding. e.g., anxious patients, cultural differences, language, or communication difficulties. Maintain a friendly, efficient relationship with the Service Users and Visitors to the building. Be prepared to use communication skills and training to diffuse any potentially difficult situations that may occur.
- To deal with all service user enquiries, exercising initiative with regard to necessary action
- Communicating routine information verbally and in writing, with patients and staff on, for example discharge, admission, transfer.
- Liaise regularly with Facilities Manager to ensure efficient management of building, liaising with the other organisations/staff in the building to ensure a smooth operation for all parties.
- Provide and receive complex or sensitive information.
- Exchange information with patients, relatives, and staff on a variety of departmental matters and procedures.
- Communicates complicated administrative information to staff from other departments, external contacts.
- To communicate effectively with the Team Manager and team
- To be experienced with a range of communication methods including telephone, fax, e-mail and scanner, Telephone conferencing
- To use a range of communication skills to develop effective relationships with managers, teams, and colleagues.

- Arranges meetings on a regular basis.

Responsibility for Information Resources

The post holder will be expected to:

- Processes or transcribe data, maintain patient records using electronic systems.
- To use appropriate equipment on a daily basis to meet the needs of the role.
- Updates, maintains, stores clinical or non-clinical records,
- Maintains computerised appointment system.
- Take and transcribe formal minutes, on occasions.

Responsibility for Research and Development

The post holder will be expected to:

- Completes staff surveys and audits.
- To assist the manager in research and development activities such as audit.

Freedom to Act

The post holder will be expected to: (guidance will be available)

- Use initiative within standard operating procedures.
- Work unsupervised, on a daily basis, prioritising own workload, using initiative as to what is routine and what is urgent.
- Use agreed guidelines / procedures and develop knowledge / skills / qualifications when working autonomously and managing own work.
- Participate in yearly appraisals with supervisor/line manager.
- Clearly defined occupational policies, work is managed, rather than supervised.

Working Conditions

The post will have:

- Rare exposure to unpleasant conditions such as personal physical aggression
- Occasional exposure to body fluids, e.g. vomit, phlegm
- Occasional unpleasant conditions such as dust, smells, verbal aggression, witnessed physical aggression.
- Continuous use of VDU equipment on occasion
- A working environment that can be noisy

Other

The Post holder will be expected to manage their workload during any shift period in a reliable and efficient manner. The post holder must be flexible in his/her contribution to delivering the work of the team.

The post holder will require standard keyboard skill, and the ability to input accurate data whilst listening and communicating with callers, using audio and typing skills.

The Post holder will be required to be able to access information via the Internet and Intranet and through another web-based systems.

The Post holder will be required to effectively use faxing/ printing machine to assist them in collecting information.

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.
Approved outlines are available on the HPT e-ksf local library.

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity, and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this

requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

Employees must maintain confidentiality of staff, patients and Trust business and have a responsibility to comply with the General Data Protection Regulations (GDPR) 2018 and be aware of the Caldicott principles. If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose. You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal.

Employees are expected to comply with all Trust policies and procedures and to work in accordance with the General Data Protection Regulations (GDPR) 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000, and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on the Trust intranet 'HIVE').

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

Health and Safety at Work In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities, to maintain a safe working environment for patients, visitors, and employees and to co-operate in meeting statutory requirements.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

PERSON SPECIFICATION

Job Title: Assistant Team Administrator

Department: MW Essex Community Team

Date last reviewed: July 2023

CRITERIA	ESSENTIAL	DESIRABLE
<p>Educated to Secondary Level with GCSE qualifications or equivalent.</p> <p>NVQ3/RSA3 or equivalent experience</p> <p>Willingness to complete apprenticeship</p>	<p>A/I/T</p> <p>√</p>	<p>A/I/T</p> <p>√</p> <p>√</p>
<p>PREVIOUS EXPERIENCE</p> <p>Some experience of working in an office environment that gives knowledge of secretarial or administrative procedures and systems, some of which are non-routine and non-routine activities such as answering queries, progress chasing, task-related problem solving, acquired through experience.</p>	<p>A/I/T</p> <p>√</p>	<p>A/I/T</p>
<p>SKILLS/KNOWLEDGE/ABILITY</p> <ul style="list-style-type: none"> • Microsoft Word Packages • Ability to organise and prioritise own workload. • To be proficient in diary management. • Proficient in email management particular • Maintain a filing system, both paper and computerised systems. <p>As per KSF outline</p> <ul style="list-style-type: none"> • Range of routine work procedures requiring job training. 	<p>A/I/T</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p>A/I/T</p>

<ul style="list-style-type: none"> Knowledge of administrative systems, admission, patient information systems, hospital departments, clerical / office procedures, data input procedures acquired through on-the-job training 		
COMMUNICATION SKILLS		
Pleasant and efficient telephone manner	√	
Professional approach when using email.	√	
Friendly and welcoming manner when receiving visitors at reception.	√	
Calm and efficient when resolving issues.	√	
Able to provide and receive routine information requiring tact or persuasive skills, considering barriers to understanding. Eg. anxious patients, cultural differences, language or communication difficulties.	√	
Able to efficiently deal with telephone queries, checking clerical, patient information with clerical staff and patients.	√	
Able to clearly and accurately communicate routine information verbally and in writing, with patients and staff on, for example discharge, admission, transfer.	√	
ANALYTICAL SKILLS		
Able to their own judgement to find solutions to visitor/staff requests/needs through the use of analytical and problems solving skills.	√	
Is able to confidently <ul style="list-style-type: none"> Escalate issues when necessary. Prioritise work Resolve conflicting diary appointments and schedules 	√	
PHYSICAL SKILLS		
		√

<p><i>*Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving)</i></p> <ul style="list-style-type: none"> • Good keyboard skills • Excellent telephone skills and manner • Touch typing • Audio typing 	<p>√</p> <p>√</p>	<p>√</p> <p>√</p>
<p>PHYSICAL EFFORT</p> <p>Office based environment.</p> <p>Combination of sitting, standing, walking Light physical effort/ at keyboard for long periods; lifting, sorting, filing, general handling of records; pushing trolleys with case notes.</p> <p>The post holder will spend long periods of time within an office environment to include sitting in a restricted position at VDU and keyboard computer.</p>	<p>√</p> <p>√</p> <p>√</p>	
<p>MENTAL EFFORT</p> <p>Work pattern can be unpredictable. Concentration for e.g. preparing notes, filing, taking and accessing patient details, answering queries, processing data and records</p> <p>To concentrate on completing tasks during periods of frequent interruption from staff and visitors</p>	<p>√</p> <p>√</p> <p>√</p>	
<p>EMOTIONAL EFFORT</p> <ul style="list-style-type: none"> • Exposure to distressing or emotional • occasionally. Interaction with unwell patients 	<p>√</p> <p>√</p> <p>√</p>	

<ul style="list-style-type: none"> Occasional contact with distressed patients or relatives indirect exposure to distressing circumstances by typing letters and reports. 	√	
ADDITIONAL INFORMATION Values/Motivational/Personal Qualities/Diversity <ul style="list-style-type: none"> Welcoming Kind Positive Respectful Professional 	A/I/T √ √ √ √ √	A/I/T

A- Application Form

I – Interview

T – Test

