

CORE JOB DESCRIPTION

JOB TITLE	Support Service Secretary
DEPARTMENT	CAMHS (Children and Young People's Services)
GRADE	Band 3
REPORTS TO	Admin Manager for (Children and Young People's Services)
ACCOUNTABLE TO	Operational Manager

1. JOB SUMMARY AND WORKLOAD MANAGEMENT

The job holder will work as part of a team to provide an efficient and effective secretarial and administration service to the CAMHS (Children and Young People's Services) under the direction of the Admin Manager, and in line with the agreed work plan.

2. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

The key knowledge, skills and experiences needed to undertake the role are:

Knowledge

- Knowledge of general office duties (electronic and manual filing systems, faxing, photocopying etc.)
- Good working knowledge of Microsoft Office
- A minimum of 18 months secretarial experience at NVQ level 3 or equivalent.
- Knowledge of a variety of software packages
- Working knowledge of electronic diary management
- Understands the responsibilities of working with confidential information.
- Knowledge of medical (psychiatric) terminology (desirable)
- Knowledge of Mental Health Services (desirable)

Skills

- Excellent word processing skills at RSA 3 standard or equivalent – tested.
- Ability to organise, create, file and retrieve electronic and manual records

- Excellent communication skills, verbal and written with service users, relatives and staff.
- Excellent numeracy and literacy skills.
- Ability to take and transcribe minutes of local weekly meetings.
- Ability to make informed decisions with regard to patient enquiries within the boundaries of the role.
- Demonstrate the ability to prioritise work and meet deadlines with direction from the Admin Manager.
- Ability to work within a team and to communicate effectively within that team.
- Good organisational skills and ability to work under pressure.
- Demonstrate a positive attitude towards the implementation of new systems.
- Ability to cover for colleagues and to ensure the smooth running of the admin team during the absence of the Admin Manager.
- Ability to audit and report on own work in conjunction with the Admin Manager.

Experience

- Experience of audio typing
- Experience of minute taking
- Previous Secretarial experience
- Data input experience
- Demonstrate a positive attitude towards the implementation of new systems and new ways of working.
- Flexible approach to hours worked.

3. COMMUNICATION AND WORKING RELATIONSHIPS

- The job holder will have daily telephone and face to face contact with service users and regular contact with other departments within the Trust and with other agencies.
- The information is likely to be of a confidential and sensitive nature and will require handling in accordance with Trust Information Governance policy. The job holder will be required to meet NHS standards for confidentiality and information sharing.
- The job holder will take accurate messages for staff
- Effective working relationships will be developed with the Admin Manager and the Support Service team.
- There will be regular contact with other agencies and the development of good networking skills will be essential.
- The job holder will be expected to have a positive attitude towards colleagues and towards best practice.

Mini Organisational Structure



4. PRINCIPAL DUTIES AND AREAS OF RESPONSIBILITY

- Provide secretarial and administrative support to the medical and clinical teams, including word processing, copy typing or audio typing of letters, minute taking, assessments and reports relating to patient referral, registration and discharge, faxing, photocopying, opening of mail and other general office duties.
- To assist in the provision of a cashiering service for patients.
- To register patients on the electronic Patient Administration System.
- To be pro-active in engaging with new IT solutions for transcribing information which is monitored by the Admin Manager.
- To deal with telephone and personal enquiries from members of the public, GPs and other healthcare professionals. Provide non-clinical information and advice to patients and relatives within the boundaries of the role.
- Taking accurate messages, responding appropriately and passing information on in the appropriate manner.
- To be guided by Standard Operating Procedures and have knowledge of secretarial/administrative policies within own area.
- To be aware of timescales and levels of urgency.
- To participate in making appointments, arranging CPA review meetings (face to face and video conferencing) as required.
- To participate in the monitoring of the electronic/paper medical and clinical records of the patient and alert the Support Service Team, clinical team and Medical Team to missing data (Mental Health Minimum Data Set) working closely with the Support Service Administration Assistant ensuring that all systems and processes are in place with regard to medical records in accordance with Trust policy.
- Participate in the maintenance of effective office systems.
- To be involved in arranging appointments and booking of transport as and when required as requested by members of the medical and clinical teams, where appropriate.

- With direction and instruction to collect information required for statistical analysis (Mental Health Minimum Data Set) and to collate information for forwarding to the Trust Information Department. To record and input onto computer any relevant data as directed by the Admin Manager.
- To be actively involved in maintaining data quality at all times, ensuring accurate information is recorded on the Trust Patient Administration System.
- To assist in maintaining adequate supplies of stock items where appropriate.
- To provide cover for colleagues as required and to ensure the continued smooth running of the service.
- To participate in the Trust's Personal Development Plan and Performance Review process and be responsible for own personal development, including attendance at relevant training courses.
- The job holder will undertake personal responsibility with regard to attendance at all identified mandatory training as indicated on their individual training passport
- To ensure the work area is appropriate and fit for purpose
- To support the Trust Wide Clinical Teams with all administrative tasks and duties, within the boundaries of the role and with day-to-day supervision provided by the Admin Manager
- To offer, where appropriate, basic IT support or signpost to relevant department
- To use and offer support surrounding electronic data collection systems
- To ensure that peer to peer networking is implemented and maintained

5. DECISION MAKING AND ADVICE

- The job holder will be expected to make decisions within the boundaries of this role and with guidance from the Admin Manager.
- The job holder will be expected to understand and recognise urgent messages and the need for appropriate response and action within the boundaries of the role.
- You will be required to make simple judgements in relation to Single Point of Access which requires analysis against a set criteria.
- The job holder will be expected to behave in a professional manner at all times.

6. INITIATING AND IMPLEMENTING CHANGE

- The job holder will contribute to team discussions relating to the implementation of new procedures.
- The job holder will support best practice by contributing to team discussions and sharing ideas.
- Where new systems are to be implemented the job holder will be expected to contribute and facilitate the implementation in a positive way including having the ability to articulate concerns and issues in a positive light.
- The job holder will be expected to identify any in-efficiencies within the area of responsibility and communicate concerns to the Admin Manager.

7. RESPONSIBILITY FOR FINANCE AND/OR HUMAN RESOURCES

You will provide general day to day support and advice to new or less experienced admin support staff working at Band 1 and Band 2 as indicated and supported by the Admin Manager.

You will observe personal duty of care in relation to equipment and resources used in the course of work and ensure that equipment and facilities are used carefully and appropriately.

You will have working knowledge of local financial procedures and provide general cashiering duties as required.

HEALTH, SAFETY & RISK MANAGEMENT

You must at all times comply with the Leeds Partnership NHS Foundation Trust Health & Safety Policies, in particular by following agreed safe working procedures and reporting incidents using the Trust's risk incident reporting system.

You are required to inform the line manager of any safety issues that could affect you or others in the work place. You are responsible for your own Health & Safety and must co-operate with the management at all times in achieving safer work processes and work places, particularly where it can impact on others.

You will be trained in the correct use of any equipment provided to improve Health and Safety within the trust. You are required to use the equipment when necessary and as instructed; it is your responsibility to ensure the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

8. TRAINING AND PERSONAL DEVELOPMENT

The job holder must take personal responsibility in agreement with their line manager for his or her own personal development by ensuring that continuous professional development remains a priority. The job holder will undertake all mandatory training required for the role as indicated on their individual mandatory training passport and participate in supervision/appraisal as necessary.

9. RESPECT FOR PATIENT CONFIDENTIALITY

The job holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

10. TRUST VALUES

You are required to act at all times in accordance with the Trust values of Improving Lives, Respect and Dignity, Compassion, Commitment to Quality of Care, Everyone Counts and Working Together.

11. EQUALITY AND DIVERSITY

You must co-operate with all the policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

12. SPECIAL WORKING CONDITIONS

Although you will have a defined base there will be the requirement to work from alternative sites to meet the needs of the service as requested by the Lead Support Service Manager, in accordance with the Mobility Framework.

13 INFECTION CONTROL RESPONSIBILITIES

All staff employed by the Leeds Partnerships Foundation Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and/or between each patient/service user contact.
- Staff members have a duty to attend annual mandatory hand hygiene training (clinical staff) or three yearly mandatory hand hygiene training (non clinical staff) provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to patients have a duty to contact Occupational Health or Infection Control and seek advice on its' management.
- Compliance with all infection control policies and procedures will form an integral part of the practice of all staff.

14. ADDITIONAL INFORMATION

It is an essential requirement that you have a basic level of understanding of how information technology works and be competent in using a mouse, a keyboard, e-mail, internet and the standard Windows computer package.

15. JOB DESCRIPTION AGREEMENT

JOB HOLDER'S NAME

JOB HOLDER'S SIGNATURE

DATE.....

LINE MANAGER'S NAME

LINE MANAGER'S SIGNATURE

DATE