



People Centred

Positive

Compassion

Excellence

JOB TITLE : Administrator/Receptionist (CASHER Team) 22.5hrs

BAND : 3

BASE : Any community locations & hospital main site

RESPONSIBLE TO : Child & Adolescent Support & Help Enhanced Response Team (CASHER)Team Leader/Team Manager

ACCOUNTABLE TO : Integrated Emotional Health and Wellbeing Manager

DBS DISCLOSURE : This post requires a DBS disclosure

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY:

The post-holder will assist in any administrative duties with regards to the CASHER Team, including planning the rota/payroll.

The post holder will be expected to cover reception areas, dealing with the clients/carers and staff who contact the service, displaying understanding, diplomacy and confidentiality at all times. It is also expected that the post holder will cover a/leave & days off for other members of the CASHER Admin staff. Post holder must be willing to work flexibly.

The post holder will additionally follow delegated tasks through to completion. Working mainly without direct supervision, they will be expected to plan and manage their own time effectively, preparing correspondence, filing, and assisting in ad hoc general administrative duties.

The main role of this post is to provide a complete admin function of the CASHER Team. This will include maintaining detailed Excel Spreadsheets for all of the CASHER REACH-OUT Groups/ 1-1 Support Sessions/ All the young people that we see at hospital including the wards/ A&E / CASHER Weekend

Clinic. These Spreadsheets are to be kept fully up to date as we need to gather detailed information to provide to our Commissioners (the postholder must be prepared for possible disturbing/ sensitive detail/content of assessments) . The role will also include putting the visits/contacts on to a Patient Records System in a timely /efficient manner .

DUTIES AND RESPONSIBILITIES

To carry out CASHER Team administrative related duties as directed (this will be the main purpose of this role.

To manage (when required) Connect/YoutherapY Service reception area, being the first point of contact for all visitors- attending to the needs of service users and staff appropriately.

To provide administrative service to Connect/YoutherapY Young People's Team and also CAMHS when needed.

To cover reception duties, book appointments for our clinicians, to manage incoming post, emails, messages, telephone calls, and deal with queries from clinical staff.

To attend, participate in and take minutes at Connect/CASHER/CAMHS team meetings.

Photocopying and laminating required materials as required

To maintain effective communication systems by forwarding messages to the relevant clinician or manager.

To liaise as required with other members of staff within the CASHER/Connect/YoutherapY/CAMHS Therapies team and other departments within NHS and outside agencies

To manage own workload ensuring teams receive appropriate and timely support

To be co-responsible for ordering of stationery and non-stock items (Oracle) on a weekly basis. Maintaining spreadsheets, filing invoices and chasing up late orders, as per Trust Policy.

To be aware of the workload and pressures and provide help and support to other members of the Young Person's Administrative Team as required or in their absence

It would be preferable if the applicant is able to use System 1 Patient Records System, EMIS, Word, Excel, Powerpoint, Oracle, Healthroster, Teams.

To provide cover for other administration staff within all Young Person's Services during holidays / sickness / etc.

To be responsible for participation in the Trust appraisal process, identifying own mandatory, professional, personal development and training needs.

There may be opportunities to undertake other duties and responsibilities of a similar level from time to time subject to prior agreement.

The list of duties and responsibilities is not intended to be fully comprehensive and may be amended to take account of changing circumstances or requirements following consultation with the post-holder.

Where necessary relevant training in the operation of new or unfamiliar equipment, software or procedures will be provided or arranged.

WORKING RELATIONSHIPS

Integrated Emotional Health and Wellbeing Manager
Connect/Youtherapy Team Leader
CASHER Team Leader
CAMHS Team/Medical secretaries
Clinical Staff
Blackpool Teaching Hospital staff
Other Trusts staff
Patients/Carers
External Agencies

GENERAL REQUIREMENTS

1. Quality

Each member of staff is required to ensure that:

- a) The patient and customer is always put first
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust corporate goals and objectives.

2. Confidentiality

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

3. Health and Safety

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

4. External Interests

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

5. Mandatory Training

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

6. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives. The need to be flexible is highly important due to the different bases that need covering

7. Physical Effort

Must be physically well and able to handle stationery orders, which can be heavy at times.

8. Mental Effort

There is an amount of stress caused by working in such a busy environment and dealing with heavy workloads. The postholder will be accessing possible distressing & sensitive information in relation to children and need to be aware of this when applying for this role.

9. Working Conditions

Working conditions are good in all locations. All bases are busy and the ability to prioritise your workload and to work unsupervised is paramount. Must be flexible.