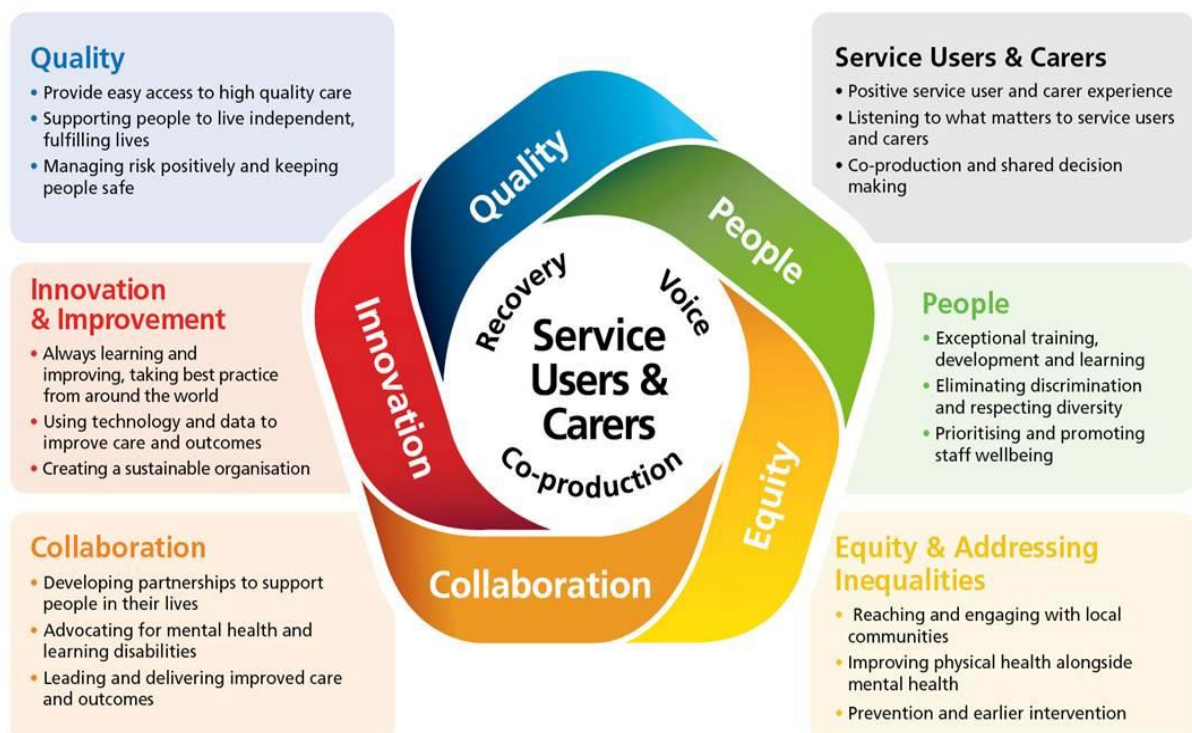


HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

| | |
|------------------------|--|
| Job Title: | Team Secretary/Administrator |
| Grade/Band: | 4 |
| Department: | Planned Services SBU |
| Responsible to: | Service Manager |
| Accountable to: | Service Manager |
| Base: | The Marlowes Health and Wellbeing Centre, Hemel Hempstead. |



Hertfordshire Partnerships University 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. 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.

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 help people of all ages live their lives to their full potential by supporting 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’

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.

| | <i>we are...</i> | <i>you feel...</i> |
|------------|---------------------|---------------------------|
| 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

Job Summary:

To lead in the provision of a comprehensive, professional, effective secretarial and administrative service to the Team. To take a lead within the admin team for Data Quality. The post holder is the first point of reference and as such must display a considerable degree of initiative, possess mature judgement, and maintain a calm,

friendly and efficient manner when dealing with service users, their relatives, colleagues, and visitors.

The post holder will be required to work independently using initiative and applying a high degree of confidentiality to all of their work. To undertake non-routine duties without direct supervision, working within broad procedural guidelines. The post is managed rather than supervised.

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

Duties and Responsibilities:

Responsibility for ensuring all correspondence is accurately and appropriately presented using current methodologies and medical terminology used by the team.

To be highly skilled and experienced in the full range of secretarial work practices, software programmes, and specialised functional terms.

To be highly proficient and expert in care notes, advising and guiding others in team, supporting new users and instructing them as necessary.

To use proficient internet skills to access, search and retrieve data relevant to team.

To use touch typing, audio and shorthand skills as necessary in daily work

To use knowledge, and experience to meet the needs of the teams by completing non-routine tasks daily.

To update skills as necessary and attend mandatory training.

Clinical Responsibility

No clinical responsibility.

Financial Responsibility

To manage and be responsible for petty cash

To order non-stock requisitions, researching equipment/products if necessary.

To regularly monitor stationery levels, ordering as appropriate.

To maintain and be responsible for maintaining equipment and reporting faults.

Service Development and Improvement

To assist the team in research and development activities such as audit.

To undertake surveys/audits of own work area as necessary.

Communications

To use a range of communication skills to develop effective relationships with managers, teams, and colleagues, facilitating effective and timely communication.

To exchange confidential, sensitive information with staff, service users and carers, in person or on the telephone. The unpredictability of service users means that persuasive, re-assuring, empathic, counselling skills are always required.

To use developed communication skills with service users who may have difficulty understanding, and at times to give disappointing information to service users e.g., cancelling appointments.

To be experienced with a range of communication methods including telephone, fax, e-mail, and scanner.

To provide cover for reception, as required.

Additional Information:

The following statement forms part of all job descriptions: -

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 of 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.



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| <ul style="list-style-type: none"> • Proficient in diary management co-ordinating appointments to ensure best use of Managers' time. • Experience of transcribing formal minutes of meetings. • Experience of supervising and training others. • Independent/lone working and team working skills. • Experience of adapting to change and managing work in a changing environment. • Evidence of ability to be flexible and show initiative, sensitivity and enthusiasm to work. | A/I A/I A/I A/I A/I | |
| SKILLS/KNOWLEDGE/ABILITY COMMUNICATION SKILLS <ul style="list-style-type: none"> • Excellent verbal and written communication and presentation skills in person, on telephone, fax, or email. • To be experienced in dealing with people in distress in a calm and confident manner, using de-escalation skills where appropriate. • To have proven skills and experience establishing effective working relationships with Managers and colleagues. ANALYTICAL SKILLS <ul style="list-style-type: none"> • Problem solving, decision making and analytical skills. • Responsibility of maintaining accurate records of all referrals and patient details, discharging patients, and notifying all professionals and agencies involved. PHYSICAL SKILLS <ul style="list-style-type: none"> • Advanced keyboard skills: experience and training to produce accurate typing at fast speeds to RSA III/NVQ 3 level. • Able to move between bases and offices, as required, using suitable mode of transport. PHYSICAL EFFORT | A/I/T A/I A/I A/I A/I A/I | A/I/T |

| | | |
|--|---|--------------|
| <ul style="list-style-type: none"> Frequently sitting in a restricted position for substantial periods of time. <p>MENTAL EFFORT</p> <ul style="list-style-type: none"> Good levels of sustained concentration. Ability to deal with frequent interruptions and unpredictable pattern of work. <p>EMOTIONAL EFFORT</p> <ul style="list-style-type: none"> Ability and experience of dealing with distressing information and people in mental distress. Emotional maturity and skills to manage stress. | <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> | |
| <p>ADDITIONAL INFORMATION</p> <p>Values/Motivational/Personal Qualities/Diversity</p> <ul style="list-style-type: none"> Welcoming Kind Positive Respectful Professional | <p>A/I/T</p> <p>A/I</p> | <p>A/I/T</p> |

A- Application Form

I – Interview

T – Test

Our values

Welcoming Kind Positive Respectful Professional

