

Job Description

Job Title:	Administrator
Band:	Band 3
Responsible to:	Senior Administrator
Department:	OPAC Administration Services
Directorate:	OPAC (Older People's & Adult Community Services)

Our Values

	Behaviour	How we will demonstrate this behaviour
Professionalism	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
Respect	We will create positive relationships	By being kind, open and collaborative
Innovation	We are forward thinking, research focused and effective	By using evidence to shape the way we work
Dignity	We will treat you as an individual	By taking the time to hear, listen and understand
Empowerment	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

Job Purpose

The post holder will provide a comprehensive administrative service within their team.
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Key Responsibilities – Community Rehabilitation and Falls Prevention Service. Clinical / Service Specific

1. Typing, proof reading and formatting all forms of correspondence, reports and summaries that are required by the team.
2. Management of multiple Waiting Lists and Triage Lists.
3. Processing and extracting relevant information from Referrals ensuring enough information is included for the Clinical Triage Team
4. Communicating with Referrers appropriately and professionally via email or telephone.
5. Using multiple systems to capture service user input as per our agreements.
6. Provide operational support to colleagues, and clinical team.
7. Inputting and updating service user information accurately and service user/team activity on computerised information systems. Create detailed and accurate service user notes for every entry according to policy.
8. Scanning paper format correspondence and adding to service user record in good time and accurately, according to policy
9. Ensure good customer service by providing a professional and effective telephone service, taking accurate messages, and providing information and signposting as requested and appropriate.
10. Undertake training of new staff as directed by Line Manager and/or other managers.
11. Provide cover as directed by Line Manager for other members of the admin team in their absence and assist with their workloads as necessary and undertake such other duties as may be reasonably required commensurate with the grade of the post.

Essential Behaviours and Attitudes

- Models behaviours that treat others with dignity, respect and compassion.
- Listens actively and respectfully to others.
- Identifies and challenges unacceptable practice of peers and colleagues respectfully and takes appropriate action to resolve.
- Improves the quality of services and contributes to the improvement of the service user experience.
- Treats individuals with respect and kindness.
- Works in partnership and collaboration with others; respects their rights and always promotes equality.
- Responds to an individual's situation, needs and preferences and does not stereotype people.
- Develops trust with service users and colleagues through delivering what they say they will and having a flexible approach to their work.

Systems

- Assist in the effective use and maintenance of the office environment and clinical room space in the base, keeping your desk clear and clean at all times.
- Train in the use of new technology which may be introduced into the department, and support other staff where required.

- Support communication with colleagues and users of the service through negotiation, influencing, listening, and understanding, to ensure effective joint working.
- Be aware of the Trusts Incident reporting systems in line with Health and Safety and Risk policy requirements.

Training & Development

- To participate in regular supervision in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

Quality & Patient Safety

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

General

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

Equality & Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore, all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

To be noted:

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

Person Specification

Job Title:	Administrator
Band:	3
Responsible to:	Senior Administrator
Department:	OPAC

Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> Educated to GCSE standard at 4-9 or A-C grade including English. Good command of written and spoken English. 	<ul style="list-style-type: none"> Level 2 in Business Administration or equivalent experience
Experience	<ul style="list-style-type: none"> Experience of working in a busy and fast paced environment Experience of handling large workloads effectively Working with multiple people of various roles. Experience of planning and organising own workload Experience of administration duties & tasks 	<ul style="list-style-type: none"> Experience of supporting a multi-disciplinary team. Experience in using computer programmes including health care IT systems.
Skills & Abilities	<ul style="list-style-type: none"> Excellent customer/patient care skills via written & verbal in person & telephone methods. Excellent organisational skills Good computer/IT literacy skills Effective communicator 	<ul style="list-style-type: none"> Experience of communicating with a broad spectrum of Stakeholders effectively.

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	<ul style="list-style-type: none"> • Excellent attention to detail & accuracy of work. • Able to work on own initiative. • Able to work as part of a team. • Able to work under pressures or stress. • Excellent listening skills • Flexible approach to work • Professional attitude. • Friendly and approachable 	
Knowledge & Understanding	<ul style="list-style-type: none"> • Clear understanding of the importance of confidentiality 	<ul style="list-style-type: none"> • Knowledge of medical terminology • Knowledge of Data Protection Act
Other requirements	<ul style="list-style-type: none"> • Ability to travel to other Trust sites, as required 	

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.