

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Team Administrator – Autism Assessment Pathway
<b>BAND:</b>	Band 4
<b>CONTRACT TYPE</b>	Substantive
<b>DEPARTMENT:</b>	CAMHS Admin
<b>DIRECTORATE:</b>	CAMHS Specialist Services
<b>REPORTING TO:</b>	Administrative Lead, North Bedfordshire CAMHS
<b>ACCOUNTABLE TO:</b>	General Manager, North Bedfordshire CAMHS

### JOB SUMMARY

Bedfordshire & Luton Child and Adolescent Mental Health Service (CAMHS) is part of the East London NHS Foundation Trust and provides community based services for children and young people with mental health problems across Bedfordshire and Luton. The services are made up of various multi-disciplinary teams including Emotional & Behavioural (E&B), Adolescent Mental Health including Crisis (AMHT), Neurodevelopmental (NDT), Eating Disorders (ED), Looked After Children (LAC) Bedfordshire and a Targeted team in Luton.

The Autism Assessment Team undertakes ASD assessments for young people aged 13 and over. The Autism Assessment Pathway is held within the CAMHS Neurodevelopmental team (NDT) who offer assessments and creative interventions to children and young people who have Autism and/or intellectual disabilities. The NDT is part of Bedfordshire CAMHS which is a large, dynamic and successful CAMHS service comprising of 3 emotional and behavioural teams, a LAC team, a CAMHS schools team, a parent-infant psychotherapy team, a paediatric team, a GP team, an adolescent mental health team, a crisis team and an eating disorders service. We also have embedded workers in Early Help, CDC and social care.

As Team Administrator for the Autism Assessment Pathway you would be a key member of the team as well as being a part of the wider Admin Team working across North Bedfordshire CAMHS, offering line management support as well as opportunities for development and training.

We are committed to working in partnership with service users, their families & their social networks to provide treatment to young people suffering from mental health disorders including Depression, Psychosis, Eating Disorders, Self-Harm and Emotional Problems. At CAMHS we work with children and young people up to the age of 18.

Our clinical teams rely on efficient administration systems and processes. This includes accurate data collection & accurate data reporting, an analytical approach to understanding themes & trends, efficient electronic case management, & efficient electronic administrative system management.

### KEY RESPONSIBILITIES

To provide general administration and secretarial service to all CAMHS Clinicians and Managers within the specific teams.

To provide support to the Autism Assessment Pathway Lead and clinicians, including administrative coordination of the Autism Assessment waiting list.

To provide administrative support for the multidisciplinary triage meetings and operational team meetings.



The post holder will be required to work in a busy and demanding environment and should be able to work without direct supervision and to exercise initiative. The ability to multi-task is also essential.

The post requires the ability to work on own initiative and to liaise effectively with a broad range of professions and to maintain client confidentiality.

To work alongside and to cover, when appropriate, other administration staff across several locations in some instances.

The post-holder is accountable & responsible

- For providing a comprehensive administrative service including taking minutes and recording actions from team meetings held virtually, processing all reports, Correspondence & documentation, & related photocopying, scanning, etc.
- For receiving & dealing with incoming calls to the service
- For efficient collection, input & recording of case management data in line with service requirements
- For identifying case management data entry issues & dealing with as appropriate
- For assisting the General Manager/Operations Manager with preparation of statistical data & reports for analysis

#### KEY RELATIONSHIPS

- Child and Adolescent Mental Health Service multi-disciplinary teams
- Clinical Team Lead
- General Manager
- Operations Manager
- Admin Lead
- Other Trust Departments including IM&T; Supplies; Estates & Facilities; and Training & Development
- Professionals working with children, young people and their families in the Borough including professionals from Health, Social Service, Education and the Voluntary Sector

#### MAIN DUTIES AND RESPONSIBILITIES

Information	<ul style="list-style-type: none"> <li>• To assist the Admin Lead, to ensure the required data and KPI submission are submitted with all required data &amp; within the required time scale</li> <li>• To work with staff to ensure data is correct &amp; complete in line with service requirements</li> <li>• To provide information reports as required by the Senior Management Team</li> <li>• To undertake audits of the administrative systems including data quality checks, office procedures, etc.</li> </ul>
Electronic Case Management	<ul style="list-style-type: none"> <li>• To use the electronic case management system to input data accurately &amp; in a timely manner</li> <li>• To train staff to use the electronic case management system effectively</li> <li>• To ensure efficient collection, input &amp; recording of case management data</li> <li>• To ensure that data &amp; recording requirements are fulfilled &amp; that information is shared &amp; disseminated in a professional &amp; timely manner</li> </ul>

	<ul style="list-style-type: none"> <li>To maintain systems for data &amp; information collection</li> <li>To undertake the in-putting of activity data on to the appropriate database, &amp; to assist in the collation of statistical information for the purpose of contract &amp; quality monitoring</li> <li>To troubleshoot problems reported by ELFT users &amp; escalate issues/refer on as appropriate, e.g. to system provider/IT</li> </ul>
Administrative	<ul style="list-style-type: none"> <li>To provide a comprehensive administrative service, including processing all reports, correspondence &amp; documentation including medical prescribing, legal reports and reports relating to child protection work, referrals and administrative letters, arranging</li> <li>Minute team meetings held via MS Teams and record actions.</li> <li>Purchase all items required for all teams from the Oracle purchasing system.</li> <li>Appointments, booking rooms &amp; related photocopying &amp; scanning.</li> <li>To take &amp; relay clear messages. This includes handling queries from other professionals &amp; obtaining information to enable these to be dealt with as effectively &amp; speedily as possible</li> <li>To ensure all administrative systems are managed electronically where possible.</li> <li>To ensure all incoming post is date-stamped &amp; distributed to the appropriate persons, &amp; out-going mail is sorted according to internal, external departments &amp; relevant agencies</li> <li>To provide clerical support to unit members including opening, withdrawing and closure of case records and filing.</li> <li>To maintain office systems &amp; ensure information relating to service users is accessible to relevant staff, ensuring confidentiality at all times</li> <li>To book interpreters &amp; translators for clients appointments &amp; monitor confirmation of &amp; action as appropriate</li> <li>To ensure there is an adequate supply of all office items including stationery supplies, information leaflets, etc. available for colleagues &amp; service users</li> <li>To co-ordinate the collection &amp; update of patient information database systems ensuring data quality is monitored &amp; any concerns raised</li> <li>To undertake general office duties including: photocopying, collating &amp; binding of documents, laminating, faxing, etc. as required</li> <li>To provide administrative support for presentations including setting up of equipment, providing handouts &amp; refreshments as appropriate</li> <li>To develop &amp; maintain information-gathering systems for the team &amp; as required, prepare reports &amp; audits from the data gathered</li> <li>To ensure regular maintenance of non-clinical equipment within the team, ensuring that equipment is reported for repair as necessary &amp; that the office is kept clean and tidy at all times</li> <li>To alert professionals/line manager of possible emergency or urgent referrals and to keep staff up to date regarding changes of arrangements, messages, emails or other correspondence.</li> </ul>
	<ul style="list-style-type: none"> <li>To communicate effectively with a wide range of people from different</li> </ul>

Communication	<p>backgrounds. Dealing sensitively and tactfully with clients and their parents/carers in person, or on the telephone.</p> <ul style="list-style-type: none"> <li>• To take and relay clear messages. This includes handling queries from other professionals and obtaining information to enable these to be dealt with as effectively and speedily as possible.</li> <li>• To deal sensitively with children, young people and their parents/carers who may be distressed. To exercise judgment when dealing with inquiries and resolve patient problems by providing information and advice regarding appointments or the service as appropriate, or by passing on to the appropriate team member.</li> </ul>
General	<ul style="list-style-type: none"> <li>• In carrying out the above duties the post holder will:</li> <li>• Work in accordance with the appropriate ELFT policy and procedure at all times.</li> <li>• Work flexibly across operational sites as required</li> <li>• Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision</li> <li>• Seek to improve personal performance, contribution, knowledge &amp; skill</li> <li>• Participate in appraisal, training &amp; supervision processes</li> <li>• Keep up-to-date with developments in services, legislation &amp; practice relevant to the relevant client group</li> <li>• Contribute to maintaining safe systems of work &amp; a safe environment</li> <li>• To participate in activity monitoring &amp; basic audit as required</li> <li>• To liaise with Estates &amp; Facilities regarding facilities used by the service</li> <li>• To report to line manager any issues that are of concern relating to health &amp; safety of the building</li> <li>• To arrange appointments &amp; bookings for the service</li> <li>• To use information technology for a range of purposes</li> <li>• To have excellent verbal, written &amp; communication skills</li> <li>• To have the ability to remain calm &amp; sensitive in difficult &amp; stressful situations</li> <li>• Undertake other duties appropriate to the level of the post</li> </ul>

#### JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the post holder...

<b>Statement on Employment Policies</b>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
<b>Health and Safety</b>	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
<b>Equal Opportunities</b>	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
<b>Dealing With Harassment/ Bullying In The Workplace</b>	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
<b>No Smoking</b>	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'



<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
<b>Confidentiality</b>	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
<b>General Data Protection Regulation (GDPR)</b>	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People &amp; Culture Department.</p>
<b>Safeguarding</b>	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
<b>Service User and Carer Involvement</b>	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
<b>Personal Development</b>	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
<b>Quality Improvement</b>	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
<b>Professional Standards</b>	To maintain standards as set by professional regulatory bodies as appropriate.
<b>Conflict of Interests</b>	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
<b>Risk Management</b>	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
<b>Personal and Professional Development/Investors in People</b>	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
<b>Infection Control</b>	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain

	<p>high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>
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## PERSON SPECIFICATION

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<b>BAND:</b>	Band 4
<b>DEPARTMENT:</b>	CAMHS Admin
<b>DIRECTORATE:</b>	CAMHS Specialist Services
<b>REPORTING TO:</b>	Administrative Lead, North Bedfordshire CAMHS
<b>ACCOUNTABLE TO:</b>	General Manager, North Bedfordshire CAMHS

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
<b>Education/ Qualification/ Training</b>	<ul style="list-style-type: none"> <li>English &amp; Math's GCSE or equivalent</li> <li>Good standard of written and spoken English</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Admin</li> </ul>	<ul style="list-style-type: none"> <li>Certs</li> <li>S/I</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working In a Team</li> <li>Advanced Administration skills at a senior level</li> <li>Administration system management</li> <li>Compiling reports through data analysis</li> <li>Health/Social care patient information systems</li> <li>Practical applications of all MS Office Products</li> <li>Reception duties on a Health or Social Care setting</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a health/mental health, education or social services setting</li> <li>Working in a Multidisciplinary Health Team</li> </ul>	<ul style="list-style-type: none"> <li>S/I</li> <li>S/I</li> <li>S/I</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent verbal &amp; written communication skills</li> <li>• Working as part of an administrative team for at least a year</li> </ul>		
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Computer literacy and word processing skills (MSOffice Word) 40-45 wpm typing speed</li> <li>• Data entry skills</li> <li>• Familiarity with switchboard duties</li> <li>• Good communication &amp; interpersonal skills including the ability to communicate effectively verbally &amp; in writing</li> <li>• Ability to prioritise workload &amp; plan &amp; organise own time effectively</li> <li>• Exercise own judgement when dealing with enquiries from patient, parents/carers or other professionals</li> <li>• Ability to act independently, and on own initiative</li> <li>• Ability to work as part of a multidisciplinary team in a pressured environment</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Patient Administration systems</li> <li>• Other windows packages, e.g. Excel, PowerPoint &amp; outlook. Also MS Teams</li> <li>• Application of technology in the office, i.e. Email &amp; networking</li> </ul>	<ul style="list-style-type: none"> <li>• S/I</li> <li>• S/I</li> <li>• S/I</li> <li>• S/I</li> </ul>



	<ul style="list-style-type: none"> <li>• Excellent organizational skills</li> <li>• Ability to work flexibly &amp; under pressure</li> <li>• Ability to manage own workload without direct supervision</li> <li>• IT/Administration</li> <li>• Equal opportunities</li> <li>• Confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of office procedures</li> <li>• Understanding of hospital and/or social services environments</li> <li>• Knowledge &amp; understanding of medical terms</li> <li>• Knowledge of the Data Protection Act &amp; Caldicott Guardian</li> </ul>	<ul style="list-style-type: none"> <li>• S/I</li> <li>• S/I</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Professional accountability</li> <li>• Flexibility</li> <li>• Communication skills</li> <li>• Polite &amp; friendly, able to deal with verbally aggressive service users/families</li> <li>• High level of concentration</li> <li>• Able to deal with cope with reading sensitive/distressing case notes</li> <li>• Requirement to use VDU more or less continuously</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• S/I</li> </ul>

S: Shortlisting I: Interview T: Test