

JOB DESCRIPTION

JOB DETAILS

JOB TITLE:

Clinical Support Team Administrator

JOB REFERENCE NUMBER:

TW-GEN-5a

BAND:

3

WARD/DEPT.

Locality Administration Team

DIRECTORATE/LOCALITY:

Trust Wide

ESSENTIAL QUALIFICATIONS:

Pitman / RSA III Typing / Word Processing
Diploma / equivalent secretarial experience intermediate level
NVQ 2 Customer Services
NVQ 3 Business Administration or equivalent

ORGANISATIONAL ARRANGEMENTS

ACCOUNTABLE TO:

Locality / IDT Manager

REPORTS TO:

Senior Clinical Team Administrator

RESPONSIBLE FOR:

To supervise lower banded staff

ROLE SUMMARY

Provide secretarial / administrative support to the team in order that they can provide an efficient service to all customers.

Respond to the administrative needs of the service to ensure that the requirements of the organisation are met.

Supervise lower banded staff

DUTIES AND RESPONSIBILITIES

Clinical Support

Provide accurate, prompt and efficient secretarial/administrative support to the clinical multi-disciplinary team which may include spreadsheets and reports.

Use electronic systems to input and access information as required by the clinical multi-disciplinary team.

Deal with and process all types of patient referrals liaising directly with General Practitioners, clinical staff including medical staff from other areas.

Liaise with clinical team members in relation to urgent referrals or other emergencies.

Provide non-clinical information to patients and families, where necessary, including cancellation of appointments.

Take and process minutes for teams (across the Locality).

Communication

Contribute to effective communication by liaising with internal and external parties and agencies as required on behalf of the team.

Deal with correspondence and communication liaising, prioritising and co-ordinating with the clinical team.

Deal with telephone calls and general enquiries and maintain an efficient message system co-ordinating with team members.

Liaise in a professional manner with each member of the team, providing relevant information.

Maintain a clear code of conduct and high standards of customer service in terms of dignity, respect and excellent customer service to all internal and external customers.

Service Development

Participate in ongoing audits and service development as directed by Line Manager.

Assist the Business Support Manager in relation to developing policies and procedures.

Knowledge & Training

Provide training to administration staff as identified by line manager.

Maintain own professional development portfolio and participate in appropriate training programmes and ensuring annual attendance for mandatory training.

Supervisory Responsibilities

Supervise lower banded staff.

Provide induction, support and advice to new / temporary staff as identified by the line manager.

Participate in supervision and KSF appraisal in line with Trust policies.

General

Diary management as required for team members to include appointments / meetings, regular commitments to assist in organising the workload.

Ensure confidential information is retained and stored in line with Trust policy in an efficient and effective manner.

Use set procedures to undertake administrative and secretarial functions around legislative procedures i.e. Mental Health Act, Mental Capacity Act.

Attend and contribute to internal/external meetings relevant to the post as delegated by the line manager.

Provide cover for other administrative staff during holidays and sickness, across the Locality.

Liaise with maintenance departments as delegated by line manager regarding buildings and general maintenance.

Liaise with IT departments as delegated by line manager regarding problems / faults with electronic equipment etc.

Be responsive, adaptable and flexible to working across the locality bases.

Undertake other appropriate duties as directed, being adaptable and flexible to service needs and changes across the locality.

SPECIFIC DUTIES

TRUST VALUES AND BEHAVIOURS

To promote and adhere to the workplace values of NSFT.

Our values and behaviours were created by 1,300 staff members, service users and carers all working together in the Putting People First project.

They reflect what we all believe makes the most positive difference to the care we offer and to the way we work with one another. By 'living our values' we will develop our Trust, our people, and continue to improve the quality of everything we do.

Our values... Our behaviours... Our future

Working together for better mental health...

Positively...



Be proactive...

Look for solutions, think creatively and focus on what we can do

Take pride...

Always do our best

Take responsibility...

Plan ahead, be realistic and do what we say we will

Support people to set and achieve goals...

And be the best they can

Recognise people...

Their efforts and achievements, and say thank you

Respectfully...



Value everyone...

Acknowledge people's unique experiences, skills and contribution

Step into other people's shoes...

Notice what's actually happening

Take time to care...

Be welcoming, friendly and support others

Be professional...

Respect people's time and be aware of our impact

Be effective...

Focus on the purpose and keep it as simple as possible

Together...



Involve people...

Make connections and learn from each other

Share...

Knowledge, information and learning

Keep people updated...

With timely, open and honest communication

Have two-way conversations...

Listen and respond

Speak up...

Seek, welcome and give feedback



nsft.nhs.uk

REGISTERED HEALTH PROFESSIONAL

All staff that are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure that they are familiar with and adhere to these requirements.

SUPERVISORY RESPONSIBILITIES

Supervise lower banded staff

RISK MANAGEMENT / HEALTH AND SAFETY

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures as laid down by the

Trust. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

FLEXIBILITY

You are expected to be flexible in the duties you carry out and the Trust reserves the right to vary your duties from time to time in line with service needs and as commensurate with your Pay Band. You may, therefore, be required, during the course of your employment, to work in a different location and/or to carry out alternative duties consistent with your status, role, knowledge and experience, taking account of any professional registration and/or qualification requirements, and which are commensurate with your Pay Band; this may include a temporary or longer term transfer to work within a different Locality or Service. Arrangements under your Terms and Conditions of Service and Trust policies will apply.

RECORDS MANAGEMENT

The post holder has responsibility for timely and accurate record keeping where appropriate and in line with professional guidelines.

The post holder has responsibility for the creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and other relevant statutory requirements. Training will be provided in appropriate information management for the post.

SUSTAINABILITY

Carbon reduction and sustainable development are issues that impact on the lives of everyone and it is expected that all staff will commit to the principles of carbon reducing behaviours and sustainable development to ensure that resources are used efficiently, our carbon footprint is reduced and health services continue to improve.

SAFEGUARDING

Non Clinical

The NSFT expects that all staff will maintain statutory and local compliance to competency based training in relation to Safeguarding Children and Adults as outlined in Children Act 1989/2004, Working Together to Safeguard and Promote the Welfare of Vulnerable Children 2010 and No Secrets 2002.

CONFIDENTIALITY

The post holder is required to maintain confidentiality of information in accordance with professional and Trust policy. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their Terms and Conditions of Service detailed in the Contract of Employment.

Signed:.....Manager

Signed:.....Post Holder

PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

JOB TITLE

Clinical Support Team Administrator

	ESSENTIAL Without which the post holder could not be appointed	DESIRABLE Extra qualities that can be used to choose between candidates with all essential criteria	METHOD OF ASSESSMENT
QUALIFICATIONS	Pitman/RSA III Typing / Word Processing or equivalent secretarial experience at intermediate level. NVQ 3 Business Administration or equivalent or working towards. NVQ 2 Customer Services or working towards.	Shorthand Knowledge of Trust electronic record system	Certificates
EXPERIENCE	Understanding and experience in a full range of secretarial procedures and systems gained through practice at intermediate level. Working under pressure Working on own initiative with minimal supervision. Ability to work with senior members of staff across a large organisation. Supervision of staff.	Staff supervision / appraisal process	Application Form / Interview / References

SKILLS	<p>Excellent articulate communication skills.</p> <p>Ability to prioritise.</p> <p>Interpersonal skills including taking a proactive diplomatic approach and ensuring confidentiality at all times.</p> <p>Time management.</p> <p>Ability to co-ordinate and prioritise management diaries.</p> <p>ICT skills including Microsoft (especially spreadsheets and presentations, e.g. Excel, PowerPoint) or equivalent.</p> <p>Audio typing</p> <p>Advanced keyboard skills</p> <p>Literacy and numeracy.</p>		Application Form / Interview / References
KNOWLEDGE	<p>Working knowledge of Microsoft packages or equivalent.</p> <p>Maintaining administrative / secretarial systems</p>	<p>Knowledge of NHS policy / procedures.</p> <p>Knowledge of medical terminology</p>	Application Form / Interview / References
OTHER (Please specify)	<p>Able to work flexibly across a range of different sites/offices</p>		Application Form / Interview / Document Check

	Positively...	Respectfully...	Together...	METHOD OF ASSESSMENT
VALUES (APPLICABLE TO ALL POSTS)	Look for solutions, think creatively and focus on what we can do	Acknowledge people's unique experiences, skills and contribution	Make connections and learn from each other	Application and Interview
	Take pride... Always do our best	Step into other people's shoes... Notice what's actually happening	Share... Knowledge, information and learning	
	Take responsibility... Plan ahead, be realistic and do what we say we will	Take time to care... Be welcoming, friendly and support others	Keep people updated... With timely, open and honest communication	
	Support people to set and achieve goals... And be the best they can	Be professional... Respect people's time and be aware of our impact	Have two-way conversations... Listen and respond	
	Recognise people... Their efforts and achievements, and say thank you	Be effective... Focus on the purpose and keep it as simple as possible	Speak up... Seek, welcome and give feedback	

JOB DESCRIPTION SUPPLEMENTARY INFORMATION

POST TITLE:	Clinical Support Team Administrator
WARD / LOCALITY:	Trust Wide
DATE COMPLETED:	Generic 2016

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement weather		X	11. Humidity		X
2. Extreme Temperatures		X	12. Contaminated equipment/work area		X
3. Unpleasant smells		X	13. Driving/Being Driven (normal conditions)		X
4. Noxious Fumes		X	14. Driving/Being Driven (emergency conditions)		X
5. Excessive noise/vibration		X	15. Fleas/Lice/Infestation		X
6. Continuous use of VDU equipment	X		16. Dangerous Chemicals – Substances in containers		X
7. Unpleasant substances		X	17. Dangerous Chemicals – Substances (uncontained)		X
8. Infectious material		X	18. Exposure to verbal aggression (little/no support)	X	
9. Body Fluids, Faeces/Vomit		X	19. Exposure to physical aggression (little/no support)	X	
10. Dust/Dirt		X			

Each YES response requires completion in 'Further Information' Section

PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions		X	9. Standing/sitting with limited scope for movement		X
2. Working in physically cramped conditions		X	10. Kneeling, crouching, twisting, bending, stretching		X
3. Making repetitive movements	X		11. Walking for long periods		X
4. Lifting weights/equipment without mechanical aid		X	12. Heavy duty cleaning		X
5. Climbing or crawling		X	13. Pushing/pulling trolleys or similar equipment		X
6. Manipulating objects		X	14. Working at heights		X
7. Manual Digging		X	15. Controlled restraint i.e. in post requiring training/certification		X
8. Running		X			

Each YES response requires completion in 'Further Information' Section

EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing/transmitting) news of highly distressing events	X	
2. Giving unwelcome news to patients/clients/carers/staff		X
3. Caring for the terminally ill		X
4. Dealing with difficult situations/circumstances	X	
5. Designated to provide emotional support to front line staff		X
6. Communicating life-changing events		X
7. Dealing with people with challenging behaviour	X	
8. Attending scenes of accidents		X

Each YES response requires completion in 'Further Information' Section

MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student/trainee assessments		X	9. Check documents	X	
2. Carry out clinical/social care interventions		X	10. Drive a vehicle		X
3. Analyse statistics		X	11. Perform calculations	X	
4. Operate equipment/machinery	X		12. Make clinical diagnoses		X
5. Give evidence in court/tribunal/formal hearings		X	13. Carry out non-clinical fault finding		X
6. Attending meetings (if yes, describe role in "Further Information")	X				
7. Carry out screening tests/microscope work		X			
8. Prepare detailed reports		X			

Each YES response requires completion in 'Further Information' Section

FREEDOM TO ACT

	YES	NO
1. Does the post holder generally work without close supervision		X
2. Does the post holder work without direct access to a manager		X
3. Does the post holder work without access to a manager by telephone		X
4. Is the post holder the lead specialist in their field		X

Each YES response requires completion in 'Further Information' Section

How often on average does the post holder give guidance and advice to others?

Daily: ☒

Weekly: ☐

Other frequency (please comment)

How often is the post holder's work checked/monitored/assessed?

Daily: ☐

Weekly: ☐

Other frequency (please comment)

Monthly under supervision

FURTHER INFORMATION

Please enter here details of YES responses in the preceding sections

Element

(e.g. mental effort)	Ref No	Details of frequency and intensity
Working conditions	6	VDU equipment used for a significant part of the shift
	18	Difficult telephone calls, angry / distressed members of staff, service users, carers – weekly frequency
	19	Angry / distressed members of staff, service users, carers – rare
Physical effort	3	Continuous typing / computer work
Emotional effort	1	Processing clinical information of a distressing nature – daily
	4	Telephone conversations / meetings / negotiating co-operation from other staff / dealing with conflict – weekly
	7	Dealing with challenging behaviour from distressed / agitated customers potentially on a daily basis
Mental effort	4	Daily operation of office equipment
	6	Attending meetings and prep work prior to meetings and processing minutes
	9	Daily checking of all work and proof reading all documents
	11	Excel spreadsheets

Manager responsible for completion of this document

Name:

Member of Staff to whom this document relates:

Date Completed:

Review Date:

DISTRIBUTION: One copy to member of staff, one copy to personal file.
Please ensure Job Description is agreed and signed by both manager and employee