

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION FORMAT

Job Title:	Team Secretary
Grade/Band:	4
Department:	NE Essex Community Team
Responsible to:	Admin Manager
Accountable to:	Senior Service Line Lead
Base:	Lexden Hospital, CO3 4DB

Hertfordshire Partnerships University NHS 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.

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 support people to live their lives to their full potential by enabling 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’.

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality 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.

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

	<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

Job Summary:

To lead in the provision of a comprehensive, professional, effective secretarial and administrative service to the North-East Essex Community LD Team. The post holder 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 provide comprehensive, professional, and effective administration to the Single Point of Access (locally in Essex called the 'Way In') receiving and creating inbound referrals for the Essex Learning Disability Partnership (ELDP). The post holder will be able to communicate with compassion and professionalism to a wide range of individuals including service users and their families / carers.

The post holder will be required to work independently using their own initiative and apply a high degree of confidentiality to all of their work. To undertake non-routine duties without supervision, working within broad procedural guidelines.

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

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Key Relationships:

The post holder will be expected to have regular contact with the Administration Lead, Clinical Advisors, and the Senior Clinical Advisor, as well as referring organisations including service users, service users' family members and carers,

The role will also be required to manage internal relationships within the ELD Partnership including the Joint Management Group, EPUT and HPFT

Duties and Responsibilities:

- Responsibility for ensuring all correspondence is accurately and appropriately presented using current methodologies and medical terminology used by the team.
- To provide full secretarial support to the appropriate Community Team.
- To be highly skilled and experienced in the full range of secretarial work practices, software programmes, including e-rostering.
- To be highly proficient and expert in Paris, 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 audio and shorthand skills for minute taking as necessary in daily work.
- To use knowledge, and experience to meet expectations of the teams by completing non-routine tasks on a daily basis.
- To update skills as necessary and attend mandatory training.
- Adhere to department's policies and procedures.
- Any other duties as deemed appropriate to grade as requested by manager.

Communication and Relationships

- To use a range of communication skills to relationships 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 if required. The unpredictability of service users means that persuasive, reassuring, empathic counselling skills are required at all times.
- To use developed communication skills with service users who may have difficulty understanding, and at times to give disappointing information to service users.
- To be experienced with a range of communication methods including telephone, e-mail, and letters.
- To provide cover for reception, if required.

Analytical and Judgemental

- The post holder will use their own judgement to find solutions to staff requests/needs through the use of analytical and problems solving skills.
- In conjunction with the Admin Manager who will monitor progress against targets and service improvement.

Planning and Organisation

- To manage and organise own time and work efficiently and adhere to deadlines to enable the smooth running of the department.
- To report and ensure equipment and environment faults are dealt with by relevant persons.
- To update filing systems.
- To arrange meetings, compile agendas and take formal minutes.
- To deal with all service user enquiries, exercising initiative regarding necessary action, using sensitivity and tact.
- Ensuring all messages are relayed as quickly as possible to the team.
- To plan and update diaries as and when necessary.
- To manage and prioritise incoming mail, in the NE and MW Community Inbox.
- Chasing actions, outputs, and outcomes.
- Handling queries from colleagues and others connected with the services.
- Be aware of and able to adjust plans at short notice.
- Keep data/information systems up to date and stores information correctly and safely.

Clinical Responsibility

The post holder will be responsible for maintaining records of contact with service users and other referring bodies which will contain personal and sensitive information.

Leadership and Staff Management Responsibility

All staff have a duty to always promote and support individual personal health and wellbeing, this includes both physical and mental health and wellbeing.

This role has no line management responsibility.

Financial Responsibility

The post holder will observe a personal duty of care in relation to the Trust's financial and physical resources.

Service Development and Improvement

- Post holder would carry out tasks in relation to audit/evaluation of services if required to do so.

Communications

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- To provide cover for reception, if required.

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.

PERSON SPECIFICATION

Job Title: Team Secretary

Department: NE Essex Community Team

Date last reviewed: July 2023

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS/EDUCATION/TRAINING Educated to Secondary Level with GCSE qualifications or equivalent. NVQ3/RSA3 or equivalent experience Willingness to complete further training and qualification identified as appropriate to the role Communications skills / Leadership training European Computer Driving Licence or equivalent.	A/I/T ✓ ✓ ✓	A/I/T ✓ ✓
PREVIOUS EXPERIENCE Extensive experience of working in an office environment. Knowledge of secretarial or administrative procedures and systems, some of which are non-routine and non-routine activities such as answering queries, progress chasing, task-related problem solving, acquired through experience. Range of work procedures and practices; base level of theoretical knowledge. Knowledge and experience to deal with non-routine issues such as problem solving for an area of work or developing alternative or additional procedure.	A/I/T ✓ ✓ ✓	A/I/T

Knowledge of specialist functional / medical/legal terms, organisational policies, and procedures		√
SKILLS/KNOWLEDGE/ABILITY	A/I/T	A/I/T
Microsoft Word Packages	√	
To be proficient in diary management.	√	
Proficient in email management	√	
Maintain a filing system, both paper and computerised systems.	√	
To manage and organise own time and work efficiently and adhere to deadlines to enable the smooth running of the department.	√	
Range of routine work procedures requiring job training.	√	
Knowledge of administrative systems, admission, patient information systems, hospital departments, clerical / office procedures, data input procedures acquired through on-the-job training.		
High level of literacy	√	
High level of numeracy	√	
As per KSF outline		
COMMUNICATION SKILLS		
Pleasant and efficient telephone manner	√	
Professional approach when using email.	√	
Friendly and welcoming manner when receiving visitors at reception.	√	
Calm and efficient when resolving issues.	√	
Able to provide and receive routine information requiring tact or persuasive skills, considering barriers to understanding e.g., anxious patients, cultural differences, language, or communication difficulties.	√	

Able to efficiently deal with telephone queries, checking clerical, patient information with clerical staff and patients.	√	
Able to communicate routine information verbally clearly and accurately and in writing, with patients and staff on, for example discharge, admission, transfer.	√	
ANALYTICAL SKILLS		
Able to use their own judgement to find solutions to visitor/staff requests/needs through the use of analytical and problems solving skills.	√	
Can confidently: <ul style="list-style-type: none"> • Escalate issues when necessary. • Prioritise work. • Resolve conflicting diary appointments and schedules. 	√ √ √	√
Able to maintain spreadsheets and analyse and disseminate data.		
PHYSICAL SKILLS	√	
Excellent keyboard skills	√	
Entering patient data into computer		√
Touch typing		√
Audio typing		
PHYSICAL EFFORT	√	
Office based environment.		
Combination of sitting, standing, walking Light physical effort/ at keyboard for long periods; lifting, sorting, filing, general handling of records; pushing trolleys with case notes.	√	
The post holder will spend long periods of time within an office environment to include sitting in a restricted position at VDU and keyboard computer.	√	

<p>MENTAL EFFORT</p> <p>Work pattern can be unpredictable. Concentration for e.g., preparing notes, filing, taking and accessing patient details, answering queries, processing data and records.</p> <p>To concentrate on completing tasks during periods of frequent interruption from staff and visitors.</p> <p>To manage deadlines with unpredictable work Patterns</p> <p>EMOTIONAL EFFORT</p> <ul style="list-style-type: none"> Occasional exposure to distressing or emotional situations Interaction with unwell patients Occasional contact with distressed patients or relatives Indirect exposure to distressing circumstances by typing letters and reports. Dealing with staff issues 	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</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>√</p>	<p>A/I/T</p>

A- Application Form

I – Interview

T – Test



