

Job Description

Post Title	Team Administrator
Band	3
Location / Base	Brightmet Health Centre
Responsible to	Senior Administrator
Accountable to	Admin Manager
Job Summary / Purpose <p>The OACMHT and MATS administration support officer will provide a comprehensive administration service, to the OPCMHT and MATS staff and ensure an effective communication network with health and social care professionals, service users and their carers.</p> <p>In addition, the post holder will provide effective data quality support for the team to ensure the input, collation and extraction of information that may be necessary to evidence achievement of performance indicators / targets.</p> <p>To respect the individuality, values, culture and religious diversity of service users and colleagues and contribute to the provision of a service sensitive to these needs.</p>	

Main Duties & Responsibilities

Heading	Duty/Responsibility
Responsibility to patient care	<ul style="list-style-type: none"> To undertake typing/administrative duties for your multi-disciplinary team. Including minute taking as required, clinical letters, reports, CPA, discharge correspondence, production of residential contracts etc, and clinical data inputting into both Paris and Liquid Logic. To be the first point of contact for telephone and written and face to face enquiries on behalf of your multi-disciplinary team using judgement to establish validity and priority of the contact; ensuring confidentiality at all times. Liaise with professionals of all disciplines (i.e. GP's, Social Services, medical services etc). As required by your multi-disciplinary team, accurately record all activity onto appropriate systems meeting all required Trust deadlines. Track all service users from referral to discharge ensuring all appointments and correspondence are within local and national targets. Ensure all discharge notification and summaries are generated and distributed within agreed timeframes. To ensure communication with care co-ordinators in respect of forward planning of CPA is carried out following the admin process. Ensure service user demographic details are current and amend where necessary.
Planning and Organising	<ul style="list-style-type: none"> To attend and participate in regular administrative meetings and local DQ meetings as appropriate and communicate back to the admin team. Receive and distribute mail on a daily basis as required using judgement and experience to ensure test results and key information is brought to the attention of the appropriate team member. Plan and organise appointments in both the clinical diary system and outlook diary system where applicable. Arrange visits and meetings as required using judgement and experience to act in emergency cases, where applicable. Ability to prioritise workload, to facilitate and manage, including minuting, and dissemination of minutes for any meetings requested relevant to your role or during time of cover for colleague's absence.
Communication	<ul style="list-style-type: none"> Deal with telephone enquiries, liaising with a broad spectrum of health and social care professionals, service users and carers, ensuring that the

	<p>messages are correctly recorded and received by the relevant personnel observing the need for strict patient confidentiality at all times as outlined in Trust policy.</p> <ul style="list-style-type: none"> • To ensure excellent communication and interpersonal skills in dealing with a broad range of disciplines at all times. To work cohesively with other team members and help to support and improve the effectiveness of the team. Be able to recognize and respond appropriately to the urgency of service users' needs and inform the relevant professional staff. • To attend and participate in regular administrative meetings and local DQ meetings as appropriate and communicate back to the admin team. • Participate in the appraisal process with the required knowledge of the knowledge and skills framework (KSF). • Support apprentices/new staff ensuring effective office systems are maintained and support is offered where needed. • To use initiative and take responsibility for own area of work as well as working effectively as part of a team, ensuring any areas of concern are raised in a timely and appropriate manner. • Support service developments relevant to your area of work and assist in change programmes to enhance the service delivered in a positive manner. • Reception cover as and when required.
Performance and Data Quality	<ul style="list-style-type: none"> • Maintain the highest standard of confidentiality with regards to information concerning service users / staff at all times. • Maintain and update service user records and filing systems involving the use of the Trust electronic record (EPR) systems. • To assist in maintaining departmental performance by upholding data quality standards and assisting in meeting all CQUIN and KPI targets for the Trust. • To validate all data quality reports for your service and communicate these appropriately to staff, line management and senior management. • To participate in the completion of the MHSDS report adhering to set deadlines for completion. • To deputise for the Senior Administrator, as and when required, for all aspects of data quality.
Partnership Working	<ul style="list-style-type: none"> • To adhere to the code of conduct for administration staff. • Provide cover for colleagues during times of sickness and annual leave across Bolton sites to include reception / clinic duties. • To work together with multi-disciplinary teams and other admin team members to provide a flexible response to the change and demands of the service. • To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines. • To be aware of and work towards the Trusts strategic goals.
Health and Safety	<ul style="list-style-type: none"> • To take responsible care for the health and safety of self and other persons that may be affected by your acts or omissions at work. • To work and use all equipment in accordance with safe operating procedures and Trust code of practice. • To report all accidents, incidents and omissions to the Senior Administrator. • To attend all mandatory training and any additionally identified training that is deemed relevant to your role by your line manager.
Financial and other resources	<ul style="list-style-type: none"> • To input in an accurate and timely manner onto the Health Roster for health staff and submit time sheet reports for Social Care staff to meet the required deadlines. • To undertake the ordering of necessary supplies as request and agreed by the nominated budget holder in accordance with Trust Standing Financial Instructions.

	<ul style="list-style-type: none"> • To requisition stationery supplies ensuring stocks are maintained. • To ensure the timely preparation of residential contracts within Liquid Logic and other relevant documentation so as not to cause delays in placements.
Freedom to Act	<ul style="list-style-type: none"> • To support and attend training identified as being appropriate by your line manager. • To work within Trust policies and procedures • To be guided by precedent and occupational procedure. • Priorities are set but post holder will manage own workload, and work independently, as well as within a team.
Trust Mandatory on-going requirements to be met by the post holder after commencing in post. These will not be assessed at the recruitment stage.	<ul style="list-style-type: none"> • To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager. • To understand and comply with all Trust policies, procedures, protocols and guidelines. • To understand the Trusts Strategic Goals and how you can support them. • To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding. • To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles • To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders. • To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role. • Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission. • To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. • To ensure their day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager. • Take reasonable care of the health and safety of yourself and other persons • To contribute to the control of risk and to report any incident, accident or near miss • To protect service users, visitors and employees against the risk of acquiring health care associated infections. • To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision. •

Further Information for Postholder(s)

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

All information obtained or held during the post-holder's period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy

Drawn up by: Alison Holland / Kelly Walker / Julie Wheeler
Designation: Admin Manager

Date: April 2018

Person Specification

Post Title	Team Administrator
Band	3

Location / Base	Brightmet Health Centre
Responsible to	Senior Administrator
Accountable to	Administration Manager

Requirements

Essential Criteria - The qualities without which a post holder could not be appointed.	Desirable Criteria - Extra qualities which can be used to choose between candidates who meet all the essential criteria	How Assessed – AP = Application form IN = Interview OA = Other Assessment
Education / Qualifications		
<ul style="list-style-type: none"> Ability to use Microsoft packages to a high standard. Knowledge of word application essential. GCSE Maths and English or equivalent. 	<ul style="list-style-type: none"> IT related qualification. RSA . NVQ qualification. 	AP
Experience – to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> Ability to liaise with multidisciplinary team and differing levels of personnel. Use of VDU. Needs to be able to decide importance of tasks and how to tackle them. Must be able to work with colleagues, sharing workload, particularly in times of colleague absence. Working within a confidential environment. 	<ul style="list-style-type: none"> Use of office equipment Contact with service users. A patient administrative background. Knowledge of Performance and Data Quality. Experience of using Trust/Social Care systems Paris and Liquid Logic. 	AP IN
Knowledge – to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> Must be able to demonstrate clear understanding of confidentiality relating to the workplace. Clear understanding of The Data Protection Act. Training and developing according to the needs of service and self. Use of office equipment. Adherence to policies etc set out by the trust and service. Able to demonstrate a clear understanding and willingness to develop in line with Trust policy. 	<ul style="list-style-type: none"> Use of EPR systems. Adaptable to new systems/ processes. 	AP IN
Skills and Abilities – to be able to complete the duties as laid out on the Job Description		
<p>The post holder should be able to demonstrate:</p> <ul style="list-style-type: none"> Effective time management skills The ability to prioritise and plan conflicting and complex work demands An excellent telephone Manner Outstanding communication Skills Advanced keyboard Skills The ability to navigate IT systems, including Excel, Word and Powerpoint A caring and sensitive attitude when communicating with staff and patients A mature disposition 	<ul style="list-style-type: none"> Patient administration background Knowledge of the EPR system Minute taking Audio Typing Knowledge of working within the NHS Flexibility Touch typist Problem solving 	AP IN

<ul style="list-style-type: none"> Ability to be numerate and provide statistical data accurately. 		
OTHER REQUIREMENTS – to be able to complete the duties as laid out on the Job Description		
There is an occasional requirement to travel across the wide footprint of the Trust to attend training/meetings and events relevant to the role.		IN

The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.

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Designation: Administration Managers

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