

JOB DESCRIPTION

Oxford Health NHS FT

Job Title: SPA Team Administrator
Band: 4
Responsible to: Office Manager, Wiltshire CAMHS Single Point of Access
Accountable to: Head of Service B&NES, Swindon and Wiltshire

Author: Chris Grieshaber
Creation Date: 06/07/2021
Last Updated: 08/06/2023
Document Ref: IJES 95717
Version: 1.1

JOB PURPOSE

To provide administrative support to the Wiltshire CAMHS Single Point of Access Team, who sit within the wider BaNES, Swindon and Wiltshire Community CAMHS Administration team, in order to facilitate an effective, comprehensive and confidential SPA administrative service. To collate, analyse, improve and interpret data and information to support the Office Manager and wider SPA team. The postholder is expected to exercise initiative to work unsupervised and establish relationships with service users and colleagues from other teams and agencies.

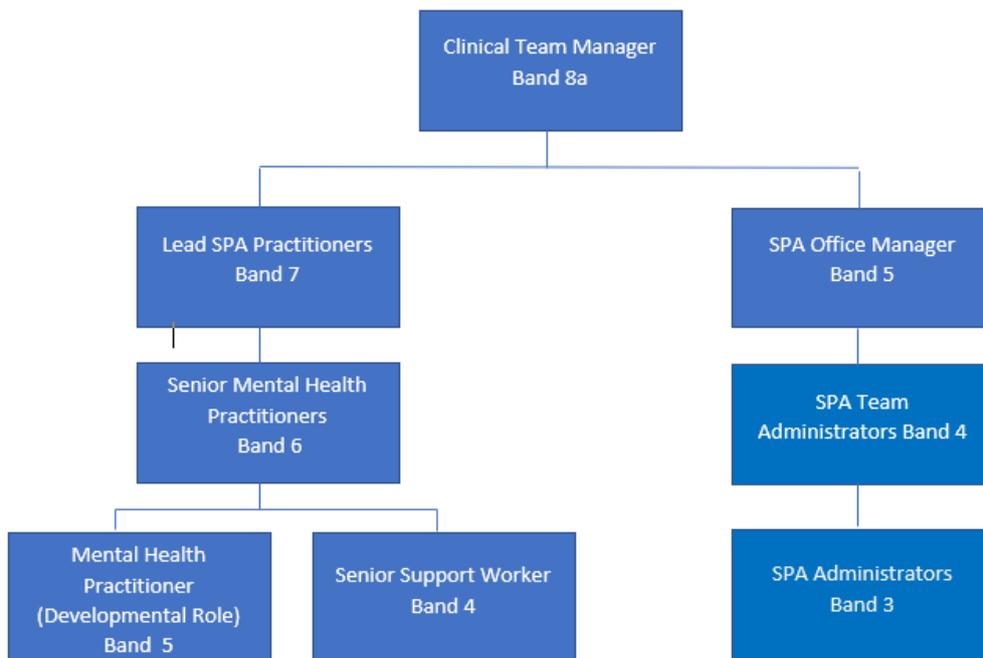
DUTIES AND RESPONSIBILITIES

1. Oxford Health 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.
2. Trust policies, procedures and guidelines - It is a condition of your employment that as an employee you are expected to adhere to our policies, procedures and guidelines. These can all be found on the Trust's website.

3. To work closely with the BaNES CAMHS Team to support the development of the SPA within the team and the alignment with the existing Wiltshire SPA.
4. To provide effective business and administration support to the Wiltshire and Banes CAMHS SPA.
5. To ensure that all new referrals into Wiltshire and Banes CAMHS are processed in a timely manner and passed on for triage by the appropriate clinicians.
6. To ensure that the results of the referral screenings are accurately recorded on the relevant spreadsheets and the RIO electronic patient record and communicated to other teams as required.
7. To ensure the Team databases/electronic files/spreadsheets are accurate and kept up to date.
8. To produce and run information reports, set up spreadsheets and aggregate data for performance reports.
9. To monitor all incoming information to the SPA and ensure the information is recorded accurately and passed on to relevant parties.
10. To ensure the efficient operation of arranging and booking appointments for patients and other professionals.
11. To ensure clinicians have information available at appropriate times.
12. To answer and respond sensitively and appropriately to emails and telephone enquiries and requests for the CAMHS service and the Team, exercising judgement as required.
13. To operate databases and spreadsheets with a high degree of accuracy, including creating new client records, updating client information (interventions, closures, first assessments), collecting statistics and processing information for the team.
14. To organise own workload and act independently within appropriate guidelines.
15. To support the Office Manager in coordinating the activities of the administrative team, deputising for the Office Manager when required.
16. In conjunction with the Office Manager, periodically review existing information systems, making recommendations for improvements as appropriate.

17. To send and receive letters, emails and texts in accordance with confidentiality policy.
18. To undertake photocopying, filing, document scanning, uploading and the maintenance/ management of electronic records as required.
19. Liaise with team members, other Trust departments, General Practitioners, hospitals and other agencies as required.
20. Check and update team members' electronic diaries as required.
21. Perform other duties as may be reasonably required.
22. The post holder will be expected to undertake the Trust's mandatory training courses.
23. Ability and willing to travel independently to CAMHS bases in Banes, Swindon, Melksham, Marlborough and Salisbury to provide administrative cover should the need arise.
24. This job description is a general outline of the post and is not intended to be restrictive or definitive. It may be subject to alteration in accordance with the needs of the Service.

SPA Staff Structure



CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.
- In line with the Health and Social Care Act all staff have a responsibility for maintaining high standards of environmental cleanliness, which includes escalating and addressing any concerns.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (eg. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld. • To ensure concerns are responded to appropriately in line with the Trust's

Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.

- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.