

JOB DESCRIPTION

POST TITLE:	Administrator
PAYBAND:	Agenda for Change Band 4
HOURS OF WORK:	37.5 Hours per week Monday to Friday
SHIFT PATTERNS:	
BASE:	Eaglestone Health Centre
SERVICE:	Mental Health Hospital Liaison Team
DIRECTORATE:	Mental Health
REPORTS TO:	Patient Pathway Manager
ACCOUNTABLE TO:	Phanuel Mtape
DATE:	April 2024

1.	MAIN PURPOSE OF JOB
	To provide administrative support to a multi-disciplinary team. To support the consultant psychiatrist attached to the team preparing correspondence and reports using a range of electronic media.
2.	PRINCIPAL DUTIES
	<ul style="list-style-type: none"> To work as an administrator providing a service to the consultant psychiatrist and multi-disciplinary team using a range of software programs to produce reports, correspondence and minutes of meetings. Provide and receive routine information requiring tact and persuasive skills to exchange verbal and written information across multi disciplinary services. Exercise judgment when dealing with enquiries, analyse and resolve problems where required and within scope of role. Plan and prioritise own workload. Use an electronic patient record system to record information Service MDT daily meetings including preparing appropriate papers and taking and transcribing minutes To assist in the implementation of any database in use in the Mental Health Service, including on request inputting or extracting data. Collect and collate statistical data as required for auditing purposes producing reports from the data as required. On occasions to cover services answer 111 calls taking down accurate information and passing to the appropriate clinician in a timely manner.
3.	PROFESSIONAL
	<ul style="list-style-type: none"> To be aware of all necessary quality standards and performance measures relevant for the post and ensure they are adhered to. Maintain a high standard of confidentiality at all times. To take part in Departmental Meetings.

4.	PERSONAL RESPONSIBILITY (ORGANISATIONAL EXPECTATIONS)
	In order to fulfill the job responsibilities and the environment in which these responsibilities are carried out the job holder is required to:
	<ol style="list-style-type: none"> 1. Maintain the highest standards of care and service, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole. 2. Be aware of and follow at all times the relevant National and Local code of practice in relation to their role and function. If you are in a post that requires registration with a professional body you are required to maintain that registration with the appropriate professional body. 3. Protect the confidentiality of personal information that you hold unless to do so would put any one at risk of significant harm. Keep accurate and professional records and information about staff, patients and clinical care, using the document based and computer based systems in operation in the Trust. Work in accordance with local policies and procedures and the statutory frameworks which govern confidentiality and data protection, information-sharing and disclosure. 4. Take reasonable care of Health and Safety at work for you, your team and others; ensure compliance with health and safety standards and legislation; attend all relevant Health and Safety mandatory training. 5. Take responsibility for attending and participating in all mandatory & essential training to ensure the safe and efficient functioning of the trust and/or safety and wellbeing of other staff and the patients you provide services for. 6. Participate in the appraisal process on a minimum of an annual basis in accordance with the Personal Development Review Policy to explore and identify development needs to ensure that you are able to fulfill your job role and meet all objectives set through the process. 7. Be familiar with and comply with, trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. This will include a requirement to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections, including correct uniform and dress code policy, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. 8. Safeguard and promote the welfare of children and vulnerable adults by being aware of and working in accordance with statutory guidance and local policies and procedures and attending training to a level required to ensure that you are competent to fulfill your responsibilities. 9. Not discriminate against patients or staff and to adhere to equal opportunities and human rights legislation; acting in ways that support equality, value diversity and respect human rights 10. Abide by locally agreed policies and procedures and ensure you familiarize themselves with such policies which can be found on the trust intranet our preferred method of communication. Staff who cannot access the intranet should contact their line manager.
5.	JOB DESCRIPTION STATUS


	<ul style="list-style-type: none"> • This job description is indicative only and the role will be reviewed at least annually as part of the Personal Development Review process to take account of changing needs /development of the service. • To meet the evolving needs of the organization you may also be required to provide cover in other areas following appropriate discussion.
6.	ORGANISATIONAL COMMITMENT
	<p><i>Milton Keynes Community Health Services is committed to providing quality health & social care services, tailored to the needs of individuals, public & private organizations, delivered close to home. Our services are designed to increase well being & provide opportunities for recovery. We want our employees to feel valued, challenged & supported.</i></p> <p>Our commitment as an employer & in accordance with the NHS constitution is to provide you with:</p>
	<ol style="list-style-type: none"> 1. Clear roles and responsibilities and a rewarding job so that you can make a difference to patients, their families and carer's and communities. 2. Personal development, access to appropriate training for your job and line management support to succeed. 3. Support and opportunities to maintain your health, well-being and safety and an environment free from harassment, bullying or violence. 4. A good working environment with flexible working opportunities, consistent with the needs of patients and with the way that people live their lives. 5. Fair treatment that is free from discrimination. 6. Opportunities to engage in decisions that affect you and the services you provide, individually, through representative organisations and through local partnership working arrangements. 7. Opportunities to enable you to be empowered to put forward ways to deliver better and safer services for patients and their families. <p>(Reference NHS Constitution January 2009)</p>

PERSON SPECIFICATION

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REQUIREMENT FOR THIS POST <i>*Include requirement to meet KSF competencies for the post</i>				HOW TESTED
		Essential	Desirable	
Qualifications	Good general education up to GCSE/ A level standard / NVQ level 3 or equivalent experience	√		Application Form
Experience	Previous experience of working in a clinical environment	√		Application Form / Interview
	Previous NHS Experience		√	Application Form
	Experience of using Microsoft Office suite of programmes	√		Application Form Office Test
	Experience of working with databases including Excel to input, store, modify, structure, maintain & present data & information	√		Office Test
	Experience of medical terminology and common drugs, particularly psychiatry	√		Office Test
	Experience of minute taking	√		Application
Knowledge	Understanding of mental health		√	Application Form / Interview
	Understanding of confidentiality in the workplace	√		
	Knowledge of electronic patient record systems		√	Interview
Key Skills/Abilities	Ability to develop & maintain high standards of communication both orally and in writing with people about difficult matters & / in difficult situations	√		Application Form / Interview
	Ability to prioritise & plan own workload to meet deadlines & competing demands	√		Interview
	Ability to negotiate and influence where appropriate		√	Interview

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Personal disposition	<p>Willing to develop own skills & knowledge & provide information to others to help their development (KSF</p> <p>Ability to maintain quality in own work and encourage others to do so (KSF</p>	<p>√</p> <p>√</p>		<p>Interview</p> <p>Application Form / Interview</p> 
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AGENDA FOR CHANGE KNOWLEDGE AND SKILLS FRAMEWORK

The following sets out the broad knowledge & skills outline for the post: ie the knowledge & skills you need to apply in your work in order to deliver quality services

(A more detailed full outline is available against which you will be monitored via the personal development review process.)

Core Dimensions	Level Descriptor	KSF level
Communication	Develop & maintain communication with people about difficult matters and / or in difficult situations	3
Personal and people development	Develop own skills and knowledge and provide information to others to help their development	2
Health, Safety and security	Assist in maintaining own and others health, safety and security	1
Service Improvement	Make changes in own practice and offer suggestions for improving services	1
Quality	maintain quality in own work and encourage others to do so	2
Equality and Diversity	Acts in a way that supports equality and values diversity	1
Information processing (IK1)	Modify, structure, maintain and present data and information	2
Services and Project Management (G5)	Organise specific aspects of services and/or other projects	2

