

JOB DESCRIPTION

All staff uphold and promote our Trust values

Innovative	<i>We seek new ideas and adopt best practice to improve our services.</i>
Caring	<i>We show kindness and consideration for others.</i>
Agile	<i>We deal with new situations quickly and successfully.</i>

Job title:	Children & Young People's Therapies Service Administrator
Band:	3
Location / Work Base:	To be confirmed
Business Unit / Department:	Children & Young People's Therapies (CYPT) Service
Reporting to:	Administration Manager

JOB PURPOSE SUMMARY:

To work as a member of the CYPT Team, act as a point of contact for the Service Team and to provide comprehensive and confidential administrative and secretarial support relating to successful service delivery.

The post holder will liaise with other administrators and clinicians to provide secretarial and administrative support. This will include timely management of correspondence, dealing with telephone calls and collecting data for audit and service improvement.

The role will include:

- Providing clinical administrative, booking and waiting list management to support the services delivered.
- Managing own administrative workload with the ability to prioritise the clinical team administration needs to ensure that the team provides a high standard of patient care and waiting list management, ensuring that services meet Key Performance targets.
- Support the day-to-day running of the clinical administration office and to act as a point of contact for team administrator queries and professionals in relation to appointment booking, clinical care and waiting list information.

MAIN DUTIES and RESPONSIBILITIES:

- Manage the administrative workload with the ability to prioritise the CYPT team's administration needs, ensuring that the team provides a high standard of patient care.
- Work unsupervised on assigned administrative tasks.
- Support the day-to-day running of the CYPT administration office and to act as a point of contact for queries and professionals in relation to service information.
- Ensure that accurate details are exchanged with all relevant staff. Give assistance and support to patients, carers and staff, where appropriate. Acting as a supportive member of the team at all times, including:
 - Any secretarial / general office duties as relevant to the service including office organisation, stock ordering and secretarial support to CYPT team members, including taking minutes and typing of documents.
 - To perform comprehensive data collection, presentation and basic analysis utilising excellent information technology skills.
 - Produce various reports at the direction of senior members of the team.
 - Co-ordinate and manage the diaries of the team where appropriate.
 - Co-ordinate the arrangement of meetings and participate and take minutes when required including the preparation of agenda and distribution of meeting papers and co-ordination of follow-up actions.
 - Assist in establishing and maintaining more effective communication networks, ensuring prompt distribution of information where appropriate.
 - Ensure the management and confidentiality of all records and operate a review process prior to archiving / destruction.
 - To act as a point of contact for the CYPT team and to co-ordinate dissemination of relevant information to staff.
 - Maintain a professional manner at all times.
 - Ensure adherence to organisation policies and procedures.

- To process emails liaising with professionals
- To carry out general office tasks such as sorting incoming mail, photocopying and keeping the office tidy.
- To answer incoming calls, dealing with enquiries in a helpful manner and exercising judgement when dealing with patients enquiries, proactively taking action where appropriate.
- To provide cover for duties during absence / annual leave periods and when requested.
- To monitor stationery cupboard for stock and support in the ordering of service stationery and goods when requested.
- To monitor medical supplies cupboard for stock and support with the receiving and distribution of equipment.
- To receive, record and relay confidential and sensitive information relating to patient care using tact and persuasive skills.
- To ensure that accurate details are exchanged with all relevant staff.
- Process emails and respond to internal and external stakeholders efficiently in a professional and polite manner.
- To answer incoming calls, dealing with enquiries in a helpful manner and exercising judgement when dealing with patient's enquiries, proactively taking action where appropriate and ensuring information is passed on as quickly as possible to the appropriate member of staff.
- To disseminate information received to the appropriate members of staff.
- Keep and maintain accurate patient records in accordance with Trust policy, and ensure information provided for these patients and their carers is accurate, adheres to current guidelines, and is timely and easily accessible.
- Receive record and relay confidential and sensitive information relating to patient care using tact and persuasive skills.
- To ensure that accurate details are exchanged with all relevant staff. Give advice and support to patients, carers and staff, where appropriate.

- Act as a supportive member of the team at all times.
- Manage and maintain relevant databases and IT systems ensuring they are kept up to date and accurate.
- Working with the corporate guidelines using the appropriate templates at all times.
- Ability to stay calm under pressure whilst dealing with regular interruptions.
- Undertake other administrative duties as directed by the Administration Manager.
- Exercise personal initiative in dealing with enquiries for information from other departments within the service, hospital and outside agencies.

You will need to be able to liaise appropriately with individuals from a wide range of backgrounds including:

- Parents and carers
- Educational professionals and teaching staff
- All members of the Children and Young People's Therapies Service
- GP Surgeries
- Services and professionals within Hertfordshire Community NHS Trust
- Services and professionals outside of Hertfordshire Community NHS Trust
- Other admin and clerical staff

Patient / Customer Care

- To exercise personal initiative in dealing with enquiries for information from other departments with the multi-disciplinary service, acute hospital or outside agency.
- Ensure confidentiality and empathy at all times when dealing with patient queries on the telephone or in person. To deal with queries and requests from professionals and members of the public, exercising judgement and prioritising where necessary.
- Be able to communicate with patients, relatives, carers and a wide range of healthcare professionals in a calm and respectful manner.
- To deal with telephone, mail, e-mail efficiently and pleasantly and prioritising and ensuring that appropriate messages are relayed as appropriate.
- Ensure strict confidentiality of client identifiable information at all times.

- To provide general non-clinical advice, information and guidance to patients.
- Inform any appointment booking queries to the appropriate unit as advised by clinicians, Team Leads or Service Leads.
- Ensure strict confidentiality of client identifiable information, staff files and databases.

Strategic Management

- To prioritise information received ensuring that accurate details are recorded and passed onto the correct staff members/team in a timely manner, often within tight deadlines.
- To be aware of the health and safety aspects of working and implement any policies which may be required to improve the safety of the work area, including the prompt recording and reporting of incidents.
- To comply with the organisation and department policies and procedure and to be involved in the reviewing and updating where appropriate.
- To take part in service review and audit.
- To participate in HCT appraisal system and personal development programme.

Service Development and Improvement

- Contribute and actively participate to discussions on service improvements and changes ensuring that the team is providing the most appropriate service.
- Prioritise workload effectively to minimise disruption and ensure care and organisational deadlines are met in a timely manner.
- Comply with Trust and departmental policies and procedures including mandatory training and appraisals.
- Be proactive in developing ways of working which improve the day to day administration of the head office.
- Report any problems or discrepancies with procedures or processes with manager.
- To maintain a high level of keyboard and computer competencies.

Management and Leadership

- Prioritise workload.

- Act as a mentor to other staff members.
- To support new members of staff and assist in the induction of new staff members.
- Provide cover for the team and Administration Manager as necessary.
- Contribute to the training and development of administrative staff.
- To ensure all mandatory training is undertaken.
- Recording and manage sickness absence, annual leave and study leave for the team.

Communication and Relationship Building

- Accurately record all relevant documentation according to the agreed by Trust Policy.
- Establish effective communication with all professionals.
- Maintain confidentiality and manage information sensitively.
- To liaise with other relevant agencies as necessary via the telephone, in person and via email.
- To liaise with colleagues in the team to facilitate effective communication of key information.
- Regularly provide and receive confidential patient information and disseminate appropriately.
- Ability to adapt communication style dependant on the situation.
- The post holder will be expected to, on occasion, communicate with patients and their family, and carers.

Information Management

- Input data onto data base in accordance with Trust Policies.

- To be responsible for the quality of data recorded. The data should be accurate, legible, recorded in a timely manner, kept up to date and appropriately filed.
- To organise and update patient records where appropriate.
- To adhere to the information governance policy at all times.
- Produce documents, charts, tables, databases etc. by use of Microsoft packages e.g. Word, Excel, Power Point, PowerPoint, Outlook and other software such as SystmOne.

Finance and Resource Management

- To be responsible for the specific equipment used during the working day and report any malfunction in a timely way.
- Ensure equipment is safe and locked away when not in use.
- Assist in development of services which reduce costs.
- To use equipment for photocopying, scanning, laminating etc. as necessary.

Policy and Service

- Maintain and adhere to the Trust's Infection Control Policy at all times.
- Ensure Policies and Procedures of the Trust are adhered to at all times.

EFFORT, PHYSICAL SKILLS and WORKING CONDITIONS:

Physical skills	Accurate keyboard skills required. Occasional lifting and carrying in order to distribute medical equipment
Physical effort	Light physical effort. Long periods spent at desk.
Mental effort	There is a frequent requirement for concentration to work accurately and efficiently in a busy office environment.
Emotional effort	Post holder will be dealing with confidential information which may occasionally be distressing. Act as a role model when dealing with sensitive and confidential information.
Working	Office conditions.

conditions	Driving to various premises to support clinical staff in health centre where necessary. Therefore being a car owner/driver and current driving licence is essential or access to a car (unless you have a disability as defined by the Disability Discrimination Act)
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Supplementary Information:

Equality and Diversity

The Trust is committed to eliminate racism, sexism and forms of discrimination. The Trust will not discriminate on grounds of age, colour, disability, ethnic origin, gender, gender reassignment, culture, health status, marital status, social or economic status, nationality or national origins, race, religious beliefs, or non beliefs, responsibility for dependants, sexuality, trade union membership or hours of work.

It is required of all employees to uphold this policy in the course of their employment with the Trust and whilst undertaking their duties.

Mobility / Flexibility

The normal place of work for the post is as stated above, but as a term of employment post holders may be required to work from any of the Trust's establishments.

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 and to co-operate in meeting statutory requirements.

Infection Control

Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.

Data Protection and Confidentiality

Employees must maintain confidentiality when dealing with sensitive material and information and be aware of the Caldicott principles, the General Data Protection Regulations (GDPR) and the Human Rights Act. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and individual may be prosecuted. Disciplinary action will be taken for any breach.

No Smoking Policy

The Trust operates a smoke free policy which means that smoking is not allowed anywhere on Trust sites including buildings, car parks and entrances.

Safeguarding

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines, all of which can be found on the Trust's intranet.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other duties and responsibilities commensurate with the grade. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.