

# JOB DESCRIPTION AND PERSON SPECIFICATION



Avon and Wiltshire  
Mental Health Partnership  
NHS Trust

<b>Job Title:</b>	<b>Clinical Services Lead Administrator</b>
<b>Band:</b>	<b>Band 4</b>
<b>Hours:</b>	<b>TBC</b>
<b>Base:</b>	<b>TBC</b>
<b>Reports to:</b>	<b>Business Coordinator</b>
<b>Professionally Accountable to:</b>	<b>Business Manager</b>

## Job Summary

### Job Purpose

To provide comprehensive administration and secretarial support to multidisciplinary teams, wards or departments including named medical staff, junior medical staff and the system-wide multi-disciplinary team.

There will be an expectation for the post holder to be highly motivated, flexible and multi-skilled with excellent organisational skills. They will possess excellent working knowledge of all Microsoft Office systems including Word and Excel.

The post holder will be able to work to high standards and will be required to take personal details from people and upload onto the electronic patient record system (Rio). The post holder will need to meet deadlines, collate data and maintain standards relating to administrative processes. They will need to be able to work within a team effectively and share work streams where appropriate.

The post holder will be expected to line manage others and will provide support and guidance for matters that are escalated to them by Clinical Services Administrators. The post holder will be expected to work without direct supervision and manage their own workload.

The post holder will be key in maintaining diaries and arranging meetings, taking formal minutes and keeping appropriate records on the most up to date templates. Their work is managed rather than supervised and they are accountable for their own actions – manager is available for reference but generally, they will manage their own workload.

## Description of the duties

<p>Liaise with a wide range of stakeholders, both internal to the organisation and external, including:</p> <ul style="list-style-type: none"> <li>• Medical Staff</li> <li>• Multidisciplinary Teams (Community or Inpatient)</li> <li>• Services Users and Carers</li> <li>• Health and Social Care teams</li> <li>• Third sector/voluntary agencies</li> <li>• Community groups and local authority provision</li> <li>• Other statutory agencies e.g. Police, Ministry of Justice etc.</li> </ul>	<p>Set out local specifics as required</p>
<p>Excellent communication skills, written and verbal, with a wide range of people, including outside agencies, sometimes requiring tact and persuasive skills where there may be barriers to understanding or agreement.</p>	
<p>Exchange verbal and written information with patients, staff and carers relating to appointments, admissions and meetings etc.</p>	
<p>Provide and receive routine and complicated information, including dealing with enquiries from external stakeholders and the public. This may include sensitive information.</p>	
<p>Work within a multi-disciplinary environment ensuring that communication with appropriate team members is effective.</p>	
<p>To receive and open mail (paper and electronic as necessary) and distribute/despatch accordingly ensuring appropriate action is taken with high priority items.</p>	
<p>To manage both telephone and face to face contacts with distressed service users in a supportive and empathetic manner.</p>	
<p>Exercise judgement when dealing with patient inquires, analyse and resolve non-clinical patient problems including resolving conflicting diary appointments or schedules, clinics, meetings, tribunals etc.</p>	
<p>Manage the organisation of key meetings including business meetings and conferences, grievance hearings etc. and compile and prepare agendas and supporting papers for meetings.</p>	
<p>Type patient reports/correspondence/e-mails as required, deal with telephone/face to face enquiries from patients. Input accurate and up to date patient data onto the Rio system.</p>	
<p>Interpret and advise on data and office management functions and implement relevant procedures.</p>	
<p>Consider line management issues and decide on a course of action to be taken.</p>	
<p>Day to Day line management of Clinical Services</p>	

Administrators as required: <ul style="list-style-type: none"> <li>• Carry out supervision sessions on a monthly basis</li> <li>• Undertake appraisals</li> <li>• Provide immediate guidance and assistance in problem solving</li> <li>• Agree/monitor absences in regard to Annual leave, flexi time, sickness</li> <li>• Workload management</li> </ul>	
Prepare and present reports and a range of complex information in a range of formats including the production of scorecards, KPIs, performance reports and ad-hoc reports. Collect performance data and produce monthly performance reports as required and directed by the Business Coordinator.	
Ensure that appropriate systems are developed and maintained to prompt bring forward information or follow-up that is required for appointments, meetings and projects etc. and for outstanding work that has been requested by a certain deadline.	
Take and distribute formal minutes as necessary.	
Authorised signatory for small payments, timesheets.	
Set up and manage effective office management/filing systems to support the service delivery.	
May need to arrange rotas/staff cover.	
Plans own workload to ensure that weekly, monthly, quarterly and annual tasks are met.	
Prioritise workload with particular consideration to issues arising and responding to shifting priorities appropriately.	
Assist patients during incidental contact, to provide non-clinical advice or information to patients/relatives or carers.	

## General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with Trust values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all Trust policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

## Values and behaviours

AWP has a set of values. Your behaviours should reflect the Trusts **PRIDE** values:

**Passion:** Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

**Respect:** Listening, understanding and valuing what you tell me  
I show compassion and kindness at all times  
I am a team player and support my colleagues  
I listen carefully and communicate clearly  
I respond positively to differences of opinion

**Integrity:** Being open, honest, straightforward and reliable  
I encourage and value feedback from others to help me develop  
I try to always do what I say I will do  
I am open and honest about when things have not gone well  
I raise concerns and report incidents that arise

**Diversity:** Relating to everyone as an individual  
I try to listen without judging  
I respect other people's culture, beliefs and abilities  
I actively take account of the needs and views of others  
I understand and support the benefits that diversity brings to my team

**Excellence:** Striving to provide the highest quality support  
I set high standards for my work and personal conduct  
I plan my workload and deliver on my commitments  
I make best use of available resources  
I put forward ideas to improve the quality of services

#### **AWP Recovery Statement**

AWP places recovery and reablement at the heart of our service. Therefore we all demonstrate the recovery principles of:

- Hope
- Partnership
- Maximising opportunities every day, in all that we do

#### **Service User Experience Statement**

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly the Trust's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with our Trust.

#### **Other Information**

##### **CONFIDENTIALITY**

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

##### **VALUING DIVERSITY & HUMAN RIGHTS**

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. The Trust has an **Equality Policy** and it is for each employee to contribute to its success.

##### **INFECTION CONTROL AND HEALTH AND SAFETY**

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in

maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

#### **NO SMOKING**

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

#### **DATA PROTECTION**

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

#### **RISK MANAGEMENT**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

#### **SAFEGUARDING & DUTY OF CANDOUR**

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

#### **STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'**

You are required to adhere to all corporate policies, including Trust **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

# PERSON SPECIFICATION

**JOB TITLE**                      **Clinical Services Lead Administrator**

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualification</b>	RSA 3 Word Processing (or equivalent level of expertise)  NVQ3/QCF in administration or equivalent level of knowledge and experience	
<b>Experience and Knowledge</b>	Knowledge of the full range of routine and non-routine admin and secretarial procedures  Excellent computer & IT skills to enable the production of reports and spread sheets.  Experience of working as part of a team  Experience of general office routine and filing systems  Experience of supervising staff  Experience of using specialist Intermediate theoretical knowledge of admin terminology and organisational procedures to enable problem solving etc.	Administration experience in a health/social care setting
<b>Skills and Abilities</b>	Excellent communication skills, both verbal and written  Ability to take and convey clear messages  Ability to prioritise and work to conflicting demands  Ability to problem solve  Ability to deal with difficult situations  Plan and prioritise own workload and the workload of others as required  Advanced typing skills  Tact and Diplomacy	
<b>Other Requirements</b>	Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.	

**Date Job Description and Person Specification agreed:**