

Job Description

Job title:	Ward Administrator
Directorate:	Operational Services
Department:	Relevant department
Responsible to:	Admin Team Leader
Accountable to:	Ward Manager
Pay band:	3
Contract:	Agenda for Change
On call requirement:	No
Disclosure required:	Enhanced CRB
Professional Registration:	No

Job outline:

To provide a comprehensive range of administrative services to the ward team. To liaise with other departments and services and to respond effectively to enquiries from the general public, service users, referrers and other agencies. To consistently deliver a client focussed service, which promotes good customer service and effective working relationships.

Scope & Authority

The Ward Administrator will provide a full administrative service, having daily liaison with a wide range of staff at all levels and regular contact with people who use services and their carers, who may at times be distressed or angry. The Ward Administrator will be responsible for ensuring the effectiveness of the office environment for the team and be responsible for the safe keeping and maintenance of patient files accordingly to Trust policy and procedure.

Key Result Areas:

Ward Administration

- To provide comprehensive and efficient administrative support to the team; this will include handling all aspects of correspondence, ensuring the admission and discharge process is followed and accurately completed within a set timeframe.
- To be responsible for the clinical information systems on the ward, particularly in respect of case records, ensuring that they are kept up to date and accurate, in accordance with Trust policy and procedure.
- Make up new files as required, update labelling and information sheets as necessary and file all case notes in a logical and clear filing system.
- Ensure that all information is handled in a confidential manner, in line with the relevant policies.

We are an Equal Opportunities Employer operating a No Smoking Policy

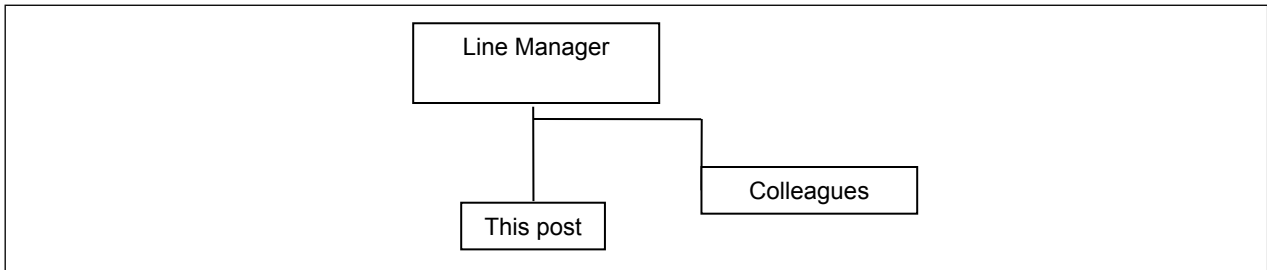
- Responsibility for the safe custody of case notes for inpatients to ensue that files are kept in good order and properly tracked. To file all papers in case notes, to prepare new case notes when required.
- To be responsible for creating, retrieving and filing notes, including archiving, tracer systems, regarding the removal and use of case notes.
- Ensure that Mental Health Act papers are up to date with sufficient forms, ensuring that Section 17 papers are correctly completed and that all copies are filed in patients case notes.
- To be responsible for maintaining comprehensive filing and database systems, ensuring that all documents and correspondence are filed correctly.
- To establish and maintain office systems, including bring forward system for the department.
- Obtain patients previous histories, sending copies to other units, when required.
- To input patient details onto the CIS system, as appropriate, to include open referrals and discharges.
- To obtain and input patient discharge details onto the CIS system.
- Ensure that relevant discharge information is sent to the patients GP within the specified time frame and records are maintained of this practice.
- To carry out regular audits of patient files to ensure that they are maintained in accordance with Trust policy.
- To organise transport, interpreters and other services for service users as and when necessary.
- To take patients monies and property to general office or night safe for safe custody as per Operational policy.
- To provide reception services for the ward, using the door security system, as appropriate, receiving visitors on behalf of the ward, dealing sensitively with people, in person and on the telephone, taking accurate messages and providing follow up action as required, using appropriate initiative.
- To accurately record messages and information from any callers and to initiate appropriate procedures, maintaining effective channels of communication.
- To act as contact point for members of the team during office hours, responding appropriately in emergency situations by obtaining relevant information and liaising with organisations and persons involved.
- To ensure up to date information for staff and patients is displayed on the ward, on a daily basis.
- To liaise with external agencies.
- Liaise with other directorates and staff at all levels, both internally and externally.
- To be responsible for managing the diaries of the team and prioritising competing needs
- To be responsible for preparation of non routine papers.
- To open and process incoming and outgoing mail for the team.
- To prepare presentation materials.
- To undertake photocopying, faxing and the post as required.
- To ensure forms, including the Mental Health Act 1983 statutory forms are available.
- To ensure that the nursing office is kept up to date and organised with information for the ward at all times.
- To assist in room allocation and re-ordering stationery.
- To ensure compliance with departmental policies and procedures with regard to the security of the building.
- To assist in the induction and training of new staff.
- To provide cover for other ward administrative staff.

- To participate in the Trust's supervision and appraisal system.
- To carry out any other duties as requested.
- To be aware of and able to use de-escalation techniques and physical breakaway.

Secretarial duties for the Ward:

- To maintain records of sickness/absence/leave/training for the team.
- Organise and facilitate relevant meetings, preparing the agenda and taking minutes of the meeting.
- To book bank staff via the Nurse Bank as instructed by the Ward Manager or Deputy.
- To input weekly figures of bank staff onto spreadsheets and distribute to appropriate managers.
- To produce word processed letters and reports to a high standard of presentation and accuracy using appropriate Trust templates, in line with Trust guidelines, from audio and hand written notes. Some letters and reports may contain very distressing content.

Position in the Organisation & Key relationships



All staff are required to:

- Abide by the standards of behaviour expected by their professional body and the standards of behaviour expected of all staff in the Trust disciplinary policy and procedure.
- Adhere to all Trust policies and procedures and are responsible for making themselves aware of these policies and procedures.
- Treat information relating to service users, employees and businesses of the Trust in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. At all times employees are required to comply with the provisions of the Data Protection Act.
- Maintain their own awareness of, and comply with, policies and procedures relating to Health and Safety (whether statutory or Trust), and assist in ensuring the compliance of other staff.
- Support the Trust's visions and values and in particular the promotion of a positive approach to diversity, equality, rights, and treating others with dignity and respect; to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply by adhering to the Trust's Equality and Diversity Policy.

- Demonstrate the core principles of safeguarding and protection Human Rights; treating people with dignity, fairness, equality, respect and autonomy.
- Develop and maintain positive relationships with all colleagues, taking account of their age, religion or belief, ethnicity, sex, marital or civil partnership status, sexual orientation, gender identity, pregnancy or maternity status and any disability. Ensure that they are approachable and that their conduct towards colleagues is open and honest, dealing with differences in opinion, in ways which avoid offence.
- Take responsibility for the safeguarding and protection of children and young people and vulnerable adults very seriously, as does The Trust. The Trust works with adult and children's social care to ensure that the integrated service has systems in place to equip staff with the knowledge and skills to recognise abuse, and take action to safeguard and protect vulnerable adults and children and young people. It is expected that all staff familiarise themselves with the appropriate structures and policies and with the Sussex child protection and safeguarding procedures and the Sussex multi-agency policy and procedures for safeguarding vulnerable adults and undertake the relevant essential training and further training appropriate to their role.

Person Specification

Job title:	Ward Administrator		
Directorate:	Operational Services		
Department:	Relevant department		
Pay band:	3		
	Essential	Desirable	Evidenced by
A – Qualifications			
▪ NVQ 3 or equivalent qualifications	✓		A / C
▪ Good standard of secondary education; GCSE at Grade C or above or equivalent	✓		A / C
▪ RSA 3 or equivalent experience and evidence of further practical experience or equivalent		✓	A / C
B – Knowledge/Experience			
▪ Proven experience of a range of administrative procedures	✓		A / C / I / T
▪ Understanding of medical terminology		✓	A / C / I / T
▪ Experience of producing documents to a high standard of presentation with good accuracy	✓		A / C / I / T
▪ Audio typing		✓	A / C / I / T
▪ Experience of generating own correspondence		✓	A / I / T
▪ Experience of developing, managing and maintaining office information systems	✓		A / I / T
▪ Experience of working as part of a team	✓		A / I
▪ Experience of case record administration		✓	A / I
▪ Experience of working within the NHS		✓	A / I
▪ Lived experience of mental health issues		✓	A / I
C – Skills			
▪ Communication/Relationship skills:			
▪ Ability to deal sensitively with staff and clients in person and on the telephone. Ability to communicate effectively.	✓		A / I
▪ Ability to liaise on behalf of the team both within and outside the organisation	✓		
▪ Analytical & Judgement skills:			
▪ Awareness of the importance of confidentiality – ability to work within appropriate boundaries.	✓		A / I
▪ Ability to use good judgement skills when dealing with enquiries and problems	✓		

	Essential	Desirable	Evidenced by
<ul style="list-style-type: none"> ▪ Planning & Organisational skills: ▪ Ability to be able to plan workload, manage diaries, organise appointments, planning workload associated with key meeting dates ▪ Planning, organising and facilitating meetings and minute taking ▪ Ability to work on own initiative and prioritise own workload ▪ Ability to work to tight deadlines and deal with conflicting demands 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 		A / I
<ul style="list-style-type: none"> ▪ People Management/Leadership/Resources ▪ Ability to work collaboratively within a team. ▪ Maintains stationery stock levels 	<ul style="list-style-type: none"> ✓ ✓ 		A / I
<ul style="list-style-type: none"> ▪ IT skills: ▪ Knowledge of Microsoft Word, Excel, Outlook 	<ul style="list-style-type: none"> ✓ 		A / C / I / T
<ul style="list-style-type: none"> ▪ Experience of using database systems 		✓	A / I / T
<ul style="list-style-type: none"> ▪ Physical skills: ▪ Previous experience of data input ▪ Able to carry out PMVA interventions – breakaway training 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> ✓ 	A / C / I
<ul style="list-style-type: none"> ▪ Abilities 			
<ul style="list-style-type: none"> ▪ Mental Effort: ▪ Ability to be able to concentrate on specific activities for prolonged periods of time ▪ Ability to be able to deal with conflicting demands ▪ Ability to deal with multiple deadlines 	<ul style="list-style-type: none"> ✓ ✓ ✓ 		A / I
<ul style="list-style-type: none"> ▪ Emotional Effort: ▪ Ability to deal with emotionally sensitive and challenging material 	<ul style="list-style-type: none"> ✓ 		A / I
<ul style="list-style-type: none"> ▪ Working Conditions: ▪ Ability to use computer equipment 	<ul style="list-style-type: none"> ✓ 		A / I
D – Approach/Values:			
<ul style="list-style-type: none"> ▪ Demonstrate support for the values and beliefs of the Care Group and those of the Trust 	<ul style="list-style-type: none"> ✓ 		I
<ul style="list-style-type: none"> ▪ Demonstrate an understanding of the practices of Human Rights in the delivery of this role 	<ul style="list-style-type: none"> ✓ 		I
<ul style="list-style-type: none"> ▪ Commitment to providing a quality service within a team 	<ul style="list-style-type: none"> ✓ 		I
<ul style="list-style-type: none"> ▪ Ability to travel across sites 		✓	I
<ul style="list-style-type: none"> ▪ Punctual and flexible across hours of work when required 	<ul style="list-style-type: none"> ✓ 		I

To be evidenced
by key:

A – Application C - Certificate

I – Interview

T - Test

Approved by:

Approved
Manager

Date

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