

Job Description

Post Title	Community Administrator: Home Based Treatment
Band	Band 3
Division	Central Manchester
Location/Base	Central Manchester
Responsible to	Senior Administrator
Accountable to	Community Admin Manager
Job Summary/Purpose To provide an efficient and effective administrative service with the Home Based Treatment Team. To carry out all administrative tasks in relation to the HBT role, answering telephone calls to patients, relatives and various clinical staff and professionals to provide an efficient mental health service. Carry out a variety of administrative tasks as directed by Community Admin Manager	

Main Duties & Responsibilities

Heading	Duty/Responsibility
Flexible working	<ul style="list-style-type: none"> Be flexible in working across the North, Central or South Manchester Community Teams if required
Admin Support	<ul style="list-style-type: none"> Provide admin support to the clinical team in relation to care plans and clinical correspondence. Dealing with all incoming and outgoing mail, processing, distributing and responding within limits Ensure that sufficient stocks of stationery are available to meet the needs of the team without resorting to stockpiling Co-ordinate and facilitate the dissemination of information to and from the team. Dealing efficiently, precisely and courteously with telephone callers Producing minutes from daily zoning meetings, MDT or any other team meeting as required To provide a supervisory role to receptionist and apprentices, this will include line management supervision.
Record Keeping/admin support	<ul style="list-style-type: none"> Maintaining filing systems that are appropriate to the needs of the service. Maintain client records for data inputting onto health and social services computer systems. Maintain records of referrals and discharges for statistical purposes and enter onto Paris computerised system accurately and timely. Scan on all appropriate documentation to update patient records. Recording messages accurately in the daily diary for all team members Typing of correspondence, reports etc, amending the format and grammar as necessary within the PARIS computerised system Develop an understanding of the patient record system (PARIS) and have responsibility for maintaining data quality. Maintain the Manchester City Council system Liquid Logic to ensure statutory performance measures are maintained and records are kept up to date.
Data Quality	<ul style="list-style-type: none"> Support the clinicians and administrators with ensuring Data Quality targets are maintained

	<ul style="list-style-type: none"> To enter good quality data into the EPR system to support quality improvement and performance at a local team level.
Health and Safety	<ul style="list-style-type: none"> Identifying and reporting any in-house problems to Estates or other services as the need arises
Policy and Procedure	<ul style="list-style-type: none"> Comply with office protocols and organisational policies & procedures
Trust Mandatory On-going Requirements - to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage	<ul style="list-style-type: none"> To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager. To understand and comply with all Trust policies, procedures, protocols and guidelines. To understand the Trusts Strategic Goals and how you can support them. To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding. To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders. To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role. Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission. To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. To ensure their day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager. Take reasonable care of the health and safety of yourself and other persons To contribute to the control of risk and to report any incident, accident or near miss To protect service users, visitors and employees against the risk of acquiring health care associated infections. To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.

Further Information for Postholder(s)

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy

Person Specification

Post Title	Community Administrator: Home Based Treatment
Band	Band 3
Division	Central Manchester
Location/Base	Central Manchester
Responsible to	Senior Administrator
Accountable to	Community Admin Manager

Job Summary/Purpose

To provide an efficient and effective administrative service to the Home Based Treatment. To carry out all administrative tasks as directed by senior on site administrators. This role may require last minute changes to your place of work to cover emergency leave of sickness

Essential Criteria - The qualities without which a post holder could not be appointed.	Desirable Criteria qualities which can be used to choose between candidates who meet all the essential criteria	How Assessed AP = Application form IN = Interview OA = Other Assessment
---	---	--

Education / Qualifications - to be able to complete the duties as laid out on the Job Description		
Good level of education Maths and English Recognised competency-based level 3 qualification in a relevant subject (e.g. NVQ, B-TEC QCF, Apprenticeship), or equivalent demonstrable experience.	Other relevant IT qualifications RSA 2	AP

Experience - to be able to complete the duties as laid out on the Job Description		
The post holder should: Have experience in working in a busy office environment. Have experience of working in an office environment that ensure confidentiality is maintain at all times	Have experience of working with members of the general public. Including patients/service users Familiar with all office equipment Experience of working in Healthcare setting Using EPR systems	AP IN

Knowledge - to be able to complete the duties as laid out on the Job Description		
The post holder should have knowledge of • The Data Protection Act		AP IN

<ul style="list-style-type: none"> Client Confidentiality 	<ul style="list-style-type: none"> Mental Health issues and challenges 	
Skills and Abilities - to be able to complete the duties as laid out on the Job Description		
<p>The post holder should:</p> <ul style="list-style-type: none"> Effective time management skills The ability to prioritise and plan conflicting and complex work demands An excellent telephone Manner Outstanding communication Skills Advanced keyboard Skills The ability to navigate IT systems, inc Excel, Word and PowerPoint A caring and sensitive attitude when communicating with staff and patients A mature disposition Ability to be numerate and provide statistical data accurately 	<ul style="list-style-type: none"> Patient administration background Knowledge of the EPR system Be helpful and approachable Be able to work flexibly across Trafford site Own vehicle 	AP IN
Other Requirements - to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> There is a frequent requirement to travel mainly within the Manchester area in order to fulfil the role and an occasional requirement to travel across the wide footprint of the Trust to attend meetings and events relevant to the role. 		IN

The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.

Date: September 2019