

## Job Description

<b>Job Title:</b>	Administrator
<b>Band:</b>	3
<b>Responsible to:</b>	Senior Administrator
<b>Department:</b>	OPAC Admin Hub
<b>Directorate:</b>	Older People's and Adult Community

## Our Values

	<b>Behaviour</b>	<b>How we will demonstrate this behaviour</b>
<b>Professionalism</b>	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
<b>Respect</b>	We will create positive relationships	By being kind, open and collaborative
<b>Innovation</b>	We are forward thinking, research focused and effective	By using evidence to shape the way we work
<b>Dignity</b>	We will treat you as an individual	By taking the time to hear, listen and understand
<b>Empowerment</b>	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

## Job Purpose

- The Administrator provides an administration service which is open 08.00-22.00, 7 days per week. The post holder may be required to work a shift pattern in line with the Older People's and Adult Community (OPAC) opening hours.
- The post holder will be responsible for providing efficient, effective and timely administrative support for the Neighbourhood Teams & Specialist Services. Such support will include liaison with external referrers, Trust staff and team and Admin Hub colleagues to ensure effective communication and administrative systems are maintained for the receipt and onward delivery of all referrals for all Divisions. The Admin Hub is the first point of contact for referrers and excellent communication and customer service skills are required.

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## Key Responsibilities

1. Word processing of all forms of correspondence, reports and summaries that are required by the team.
2. Answer all telephone calls within the defined timeframe.
3. To use effective telephone techniques to healthcare professionals, patients and other agencies in a quick and efficient manner.
4. Record information in the chosen software timely and accurately.
5. Manage all calls in a controlled and professional manner.
6. Deal with difficult callers in a calm and professional manner.
7. Any data that is taken/shared as part of a phone call or transferred electronically must be undertaken with regard to the Trust Information Governance and Information Security policies.
8. Attend and book rooms for team meetings, take, transcribe and distribute minutes on a weekly basis.
9. Provide operational support to colleagues, and supervision of Band 2 administration staff within the team, if required, as directed by Line Manager.
10. Inputting and updating service user information and service user/team activity on computerised information systems, creating service user notes where necessary and according to policy.
11. Maintain filing in both paper and electronic records, ensuring that it is kept up to date at all times. In accordance with Trust procedures, track and receive notes in a timely manner.
12. Ensure good customer service by providing a professional and effective telephone service, taking accurate messages and providing information and signposting as requested and appropriate.
13. Undertake training of new staff as directed by Line Manager and/or other Managers.
14. Provide cover as directed by Line Manager for other member of the team in their absence and assist with their workloads as necessary and undertake such other duties as may be reasonably required commensurate with the grade of the post. This may mean commuting to another location.
15. To register referrals, maintain administration resulting from clinics, including appointment bookings and cancellations.
16. To provide operational support for clinical letters / correspondence using necessary computerised systems.
17. Maintain of stationary and stock levels.
18. To book hospital transport / interpreters for service users.

## Information Technology

- Inputting and updating service user information and service user / team activity on computerised information systems, creating service user notes where necessary and according to policy e.g. SystmOne/RIO/Mosaic

## **Human Resources**

1. Provide & receive regular supervision in accordance with good practice guidelines and Trust policy.
2. Train and develop Band 2 staff and to carry out at least annually an appraisal, objective setting and personal development planning meeting.
3. Provide occasional cover for shortages caused by annual leave or sickness. This should be escalated to Line Manager.

## **Training & Development**

- To participate in regular supervision in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

## **Quality & Patient Safety**

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an on-going basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

## **General**

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.

- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

## **Equality & Diversity**

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

### **To be noted:**

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

## Person Specification

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Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> <li>Educated to GCE/GCSE standard.</li> <li>NVQ Level 2 in Administration or equivalent</li> <li>Good command of written English.</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>Experience of working in a busy and demanding office/customer facing environment</li> <li>Experience of planning and organising own workload and of staff within own span of control</li> <li>Minute taking for regular team meetings, weekly and monthly</li> <li>Ability to type up accurate interpretations of minutes</li> <li>Knowledge of Microsoft Office software</li> </ul>	<ul style="list-style-type: none"> <li>Experience of supporting a multi-disciplinary team</li> <li>Previous experience of working in an NHS office environment</li> <li>Experience of supervising staff</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>Excellent customer care skills</li> <li>Excellent standard of typing/audio skills using word processor (50wpm)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of medical terminology</li> <li>Knowledge of Data Protection Act</li> </ul>

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	<ul style="list-style-type: none"> <li>• Good IT skills (MS Office)</li> <li>• Good organisational skills</li> <li>• Excellent telephone manner</li> <li>• Ability to adopt an appropriate style and method of communication and deal effectively with people</li> <li>• Ability to work on own initiative</li> <li>• Ability to work under occasional pressure/stress</li> <li>• Ability to deal with typing letters which may contain distressing information</li> <li>• Ability to work as part of a team</li> <li>• Good listening skills</li> <li>• Flexible approach to work</li> <li>• Professional attitude towards service users and their families</li> <li>• Friendly and approachable</li> </ul>	<ul style="list-style-type: none"> <li>• Systmone/RIO/Mosaic//BigHand</li> </ul>
Knowledge & Understanding	<ul style="list-style-type: none"> <li>• Understanding of confidentiality and the importance of maintaining confidentiality for patients</li> </ul>	
Physical Requirements	<ul style="list-style-type: none"> <li>• Ability to spend prolonged periods using a computer</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Positive approach to older people</li> <li>• Recognise people's right to privacy and dignity, treating every person with respect</li> <li>• Willingness to embrace integrated model and new ways of working</li> <li>• Willingness to be flexible in approach and attitude</li> </ul>	

	<ul style="list-style-type: none"> <li>• May be required to travel and work between teams, where necessary</li> </ul>	
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The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.