

JOB DESCRIPTION

Oxford Health NHS Foundation Trust

Band 3 Administrator post

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| Job Title: | Healthy Minds (IAPT) Team Administrator |
| Band: | 3 |
| Responsible to: | IAPT Coordination Centre Manager |
| Accountable to: | Healthy Minds Team Manager |
| Place of work: | Prospect House |
| Hours: | 37.5 per week |
| Creation Date: | 17 th July 2019 |

JOB PURPOSE

To act as the first point of contact for all patients wishing to refer themselves to the service, usually via the telephone. The post holder will take confidential and sensitive information while processing the information on the team's electronic database.

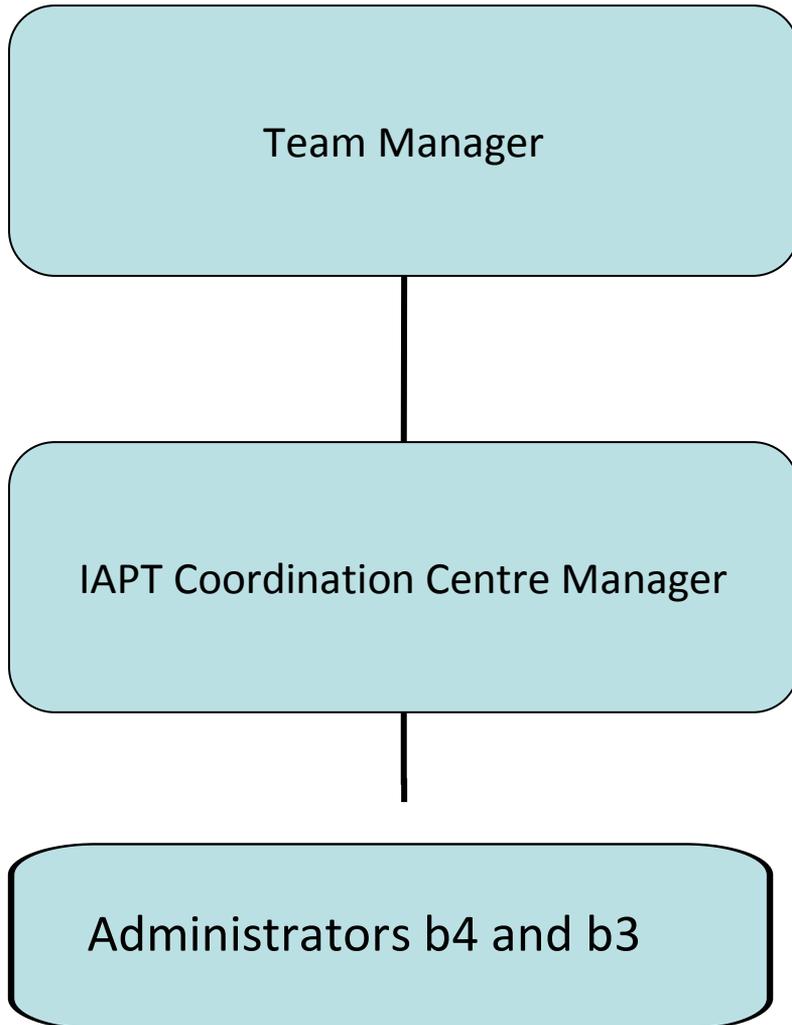
The post holder will work closely with the Office Manager and Data Lead to ensure all data entry is accurately gathered and recorded. The role offers the opportunity to provide administrative support for all staff within the IAPT team including working with the external organisations in partnership with the service.

DUTIES AND RESPONSIBILITIES

1. Oxford Health 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.
2. Trust policies, procedures and guideline - It is a condition of your employment that as an employee you are expected to adhere to our policies, procedures and guidelines. These can all be found on the Trust's website.
3. To respond to telephone, email, and written enquiries/self-referrals following the service's standard operating procedure and where necessary, using a high level of initiative and responding in a confidential and sensitive way and action in the appropriate way.
4. To respond to high volumes of calls and emails and communicate sympathetically and efficiently with individuals on the phone who are self-referring while inputting personal data onto the electronic healthcare record.
5. To liaise with patients and carers following the Trust's confidentiality policy to ensure effective treatment.

6. Provide a polite and efficient reception service to visitors.
7. To ensure that high standards of data quality are maintained.
8. To accurately update computerised patient records as required. Maintain the security and confidentiality of information in line with the Data Protection Act, Freedom of Information Act and local policies and procedures
9. To assist colleagues within the administration team to maintain data quality and make improvements to data collection where necessary.
10. To recognise when advice and guidance is needed and to seek appropriate support from senior clinical and administrative staff. This will include having regular individual and group supervision.
11. To provide an efficient and effective comprehensive administrative support to the team/service.
12. To assist in ensuring that there are effective administrative systems and procedures in operation as agreed with the Office Manager.
13. To be able to work without constant direct supervision.
14. To provide administrative support for meetings as requested and to ensure follow up action is completed. This can include producing notes of meetings, setting up meetings, preparing agendas, ensuring that a bring-forward system of paperwork is maintained to ensure correspondence/information is available for meetings.
15. To manage the team's electronic diary system and ensure all clinics and appointments are booked appropriately.
16. To provide secretarial support to members of team utilising a high level of IT skills to produce quality documentation to support the work of the team using the appropriate Microsoft software and adopting the Trust's corporate standards and style.
17. To assist colleagues in the use of the Electronic Healthcare system.
18. This includes organising meetings, co-ordinating the diaries of team members and providing administrative support as required;
19. To communicate confidential and sensitive information on patients and policy issues, and complex information on directorate issues to external agencies.
20. To ensure that the Trust's databases are up to date and all clinical data is entered appropriately.
21. Maintaining and requisitioning of adequate stationary and supplies and non-stock orders. To be responsible for all supplies, equipment, requisition and stock control
22. Assist in the induction of new staff.

STRUCTURE CHART



CODE OF CONDUCT FOR PROFESSIONAL GROUP

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the center of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration - Regulations and Outcomes) that relate most directly to patients and strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employee's, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination policy, uniform and workwear code and standard precautions policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up-to-date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018, General Data Protection Regulation, NHS Confidentiality guidelines (e.g. Caldicott, GMC.) and any code of practice on Confidentiality and Data Protection, as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director.

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse, or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band 3 – Administrator

The following information must be used when completing this section

| Essential | Desirable |
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| <p>Qualification</p> <p>'A' Level/ relevant NVQ III standard or equivalent/previous experience in an Administration Assistant role.</p> | |
| <p>Knowledge and Experience</p> <p>Ability to “type and talk” in order to take referral information and process referrals accurately and efficiently.</p> <p>Proven experience of working in an administrative role.</p> <p>Ability to deal with the public in a polite and effective manner</p> <p>Experience of using Office computer programs including Excel, Word and Outlook</p> <p>Ability to communicate with all levels of staff in a confident and effective way</p> <p>Ability to produce good quality emails and letters</p> <p>Organisational skills/managing diary systems and tracking information</p> <p>Desire to attend courses relating to role as appropriate</p> | <p>Working knowledge of email systems, CareNotes and the Patient Browser</p> <p>Data analysis and interpretation skills</p> <p>Experience of working in a healthcare environment</p> <p>Ability to minute meetings</p> |
| <p>Technical Expertise/ Competence</p> <p>Ability to work to deadlines and work with the office manager and colleagues to prioritise a busy workload, always ensuring attention to detail.</p> | <p>Working knowledge of the internet</p> |
| <p>People Skills</p> <p>Able to work as part of a team</p> <p>Excellent telephone manner</p> <p>Professional approach</p> | |

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| <p>Motivation, commitment and values</p> <p>Ability to work effectively under pressure/with distractions</p> <p>Attention to detail</p> <p>Able to work for short times without supervision</p> <p>Understanding of the need for confidentiality</p> <p>Dealing with clients in a caring and understanding way</p> | |

