

**Children and Young People Directorate**

**JOB DESCRIPTION**

<b>Job Title:</b>	Administration Assistant/Receptionist
<b>Pay Band:</b>	2
<b>Department/Base:</b>	Child and Adolescent Mental Health Specialism (CAMHS)
<b>Directorate:</b>	CYP Specialist Services
<b>Responsible to:</b>	Team Lead/Operations Lead
<b>Accountable to:</b>	Service Manager
<b>Job Summary:</b>	To primarily provide a range of basic administration support to identified Clinical Administrators, plus support to the Specialist Intervention Team Secretary, as appropriate. To provide reception service in conjunction with the other Administration Assistant.

**Key Responsibilities:**

- To work within the designated Team, according to the Team practices, ethos and responsibilities.
- To deal with, and distribute incoming/outgoing mail and answer telephone calls as required.
- To provide General Office duties including sending faxes, shredding, scanning, photocopying, typing of basic letters, etc, as required.
- To monitor the appointments system to ensure vacant slots are filled.
- To book rooms as appropriate for clinics or meetings.
- To support the maintenance and management of the office environment, including stationery provision.
- To provide an effective receptionist service.

**1. Communication Requirement**

- To understand and maintain a high standard of confidentiality adhering to the Trust's Policies and Procedures.
- To receive telephone calls into the service and filter as appropriate.

- To deal with routine enquiries and ensure they are directed to the appropriate member of staff.
- To ensure messages are taken clearly and concisely and passed to the relevant member of staff in a timely manner.
- To deal and action incoming mail/correspondence raising any queries with the relevant staff member responsible for the area.
- To type letters and other correspondence as required by the Administration Team.
- To liaise with medical and secretarial staff regarding clinics.

## **2. Personal Development**

- To participate in the Trust's Supervision and Appraisal processes.
- To ensure up to date personal awareness and knowledge of Trust wide issues and directives, applying the knowledge in the workplace, including attending appropriate directorate briefings and meetings.
- To participate in relevant training as required.

## **3. Health and Safety**

- To maintain a safe office environment, in line with Health and Safety legislation.
- To be vigilant of security issues across the building.
- To report lost swipe cards to main reception.
- To report maintenance issues to main reception or estates.
- To be aware of the fire evacuation procedure for the building.

## **4. Job Skills**

- To practice good organisational skills on a daily basis
- To work in a frequently fast paced environment
- To be able to manage own workload, raising any issues with line manager, as appropriate
- To be an effective team member, working alongside other administration staff and clinical/managerial colleagues.
- To be flexible and adaptable in approach to all work duties.

- To respond to all queries in a pleasant, helpful and courteous manner

## **5. Information Processing**

- To use Microsoft Office programmes, including Outlook, Word and Excel on a daily basis.
- To update and maintain correct clinical data for service users, including amendments to personal details.
- To maintain information regarding colleagues/appointments on a daily basis.
- To ensure clinical systems are updated with patient contacts and information in an accurate and timely manner.
- To access and update appointment systems.
- To create letters from standard templates.
- To format clinical or medical documents created from digital dictation.
- To assist with any statistical/data collection.

## **6. Procurement and Commissioning**

- To order office stationery and medical supplies.

## **7. Other Specific Roles**

- To be able to work occasional weekends and evenings, as required.
- To assist with the cover of colleagues during absence due to sickness and holidays, including reception cover. This may, on occasion, include cover from a different location to permanent base.
- To apply a flexible approach to the job to meet the changing needs of the Directorate and Trust
- Such other duties appropriate to the grade and the needs of the department, as agreed between the post holder and the Line Manager from time to time

## **8. Effort Factors**

- This post will require lengthy periods of sitting at a desk.
- This post requires the ability to drive and access to a vehicle.
- This post requires standard keyboard skills.
- This post has occasional requirement for periods of prolonged concentration.
- This post may involve occasional exposure to verbal aggression.

## **STATUTORY AND MISCELLANEOUS**

1. This post is subject to the terms and conditions of employment of Northamptonshire Healthcare NHS Trust.
2. No Smoking – In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds, and all Trust owned or leased vehicles.
3. Annual leave must be booked in conjunction with the team leader/line manager to ensure that service provision is adequately maintained.
4. All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality of patient records and the business of the Trust's staff, residents, patients and general public which they may learn in the execution of their duties..
5. Whilst on duty, the post-holder will be required to wear a name badge issued by Northamptonshire Healthcare NHS Trust; in some parts of the Trust a security identity badge may be required.
6. To be aware of the responsibility of all employees to maintain a safe and healthy environment to patients, visitors and staff.in line with the Health and Safety at Work Act 1974.
7. To ensure that all duties are carried out to the highest possible standard and in accordance with current quality initiatives within the area of work and the Trust Equal Opportunities Policy.
8. To have a commitment to identifying and minimising risk, report all incidents and report to manager any risks, which need to be assessed.
9. The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures and any breach may result in disciplinary action.
10. It is the duty of all staff working for the Trust to safeguard children and adults and undertake safeguarding of adults and children training at an appropriate level.
11. The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instruction may result in disciplinary action being initiated.
12. The post holder will participate in the culture of involvement in NHFT. They will be aware of national and local initiatives in order to promote participation and involvement with young people and families, and will liaise with the relevant staff to ensure that involvement opportunities are shared with the young people and families that they are in contact with.

**Professional Registration:**

All qualified/professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professionally registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

**Review of Job Description/Person Specification:**

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required of you commensurate with your grade and/or hours of work at your initial place of work or at any other of the Trust's establishments.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager and those working directly to him or her. You will, therefore, be expected to participate fully in such discussions and, in connection to them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. It is the Trust's aim to reach agreement on reasonable changes, but if agreement is not possible the Trust reserves the right to effect changes to your job description after consultation with you. Appropriate notice of such changes will be given.

**Employee/Manager's Signature:**

I agree that this Job Description is a true reflection of the main duties and competencies required to carry out my role:

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager's Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **PERSON SPECIFICATION**

**Job title: Administration Assistant**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>TRAINING &amp; QUALIFICATIONS</b>	Good level of Maths and English.	IT/Typing qualification.
<b>EXPERIENCE</b>	Experience of working in an office environment.	Experience of working with children/young people or adults with mental health issues.
<b>KNOWLEDGE AND SKILLS</b>	<p>Good communication skills (written and verbal) including an ability to communicate and work in settings in which the atmosphere may be fast paced and emotive.</p> <p>Ability to communicate sensitive information to patients, carers and colleagues in an appropriate and professional way.</p> <p>Good knowledge and ability to apply Microsoft Office programmes, including Word, Excel, Outlook and Powerpoint.</p>	<p>Previous experience of digital dictation systems.</p> <p>Previous experience of clinical systems.</p> <p>Good organisation skills.</p>

<b>PERSONAL</b>	<p>An ability to interact effectively with children/young people, family and carers.</p> <p>An ability to interact effectively with staff from all disciplines.</p> <p>Flexible, adaptable approach, with polite, helpful and professional manner.</p>	<p>An interest in working with children/young people with mental health issues.</p>
<b>OTHER</b>	<p>Ability to travel and work across county, as required.</p> <p>Ability to work evenings and weekends, as required.</p>	