

Children and Young People Directorate

JOB DESCRIPTION

Job Title:	Team Secretary
Pay Band:	3
Department/Base:	Child and Adolescent Mental Health Specialism (CAMHS)
Directorate:	CYP Specialist Services
Responsible to:	Team Lead/Operations Lead
Accountable to:	Service Manager
Job Summary:	To provide general secretarial support to a designated CAMHS Team. To help maintain effective office systems, supporting the effective delivery of clinical and administrative responsibilities. To be flexible and able to use initiative in organising own workload, dependant on the priorities and requirements at the time.

Key Responsibilities:

- To work within the designated Team, according to the Team practices, ethos and responsibilities.
- To provide full and efficient secretarial support to the designated Team.
- To maintain relevant staff member outlook diaries, and assist in the planning and re-scheduling of appointments as necessary.
- To book rooms as appropriate for clinics or meetings.
- To book interpreters as required by clinical staff.
- To update and monitor any relevant CAMHS allocations systems and waiting lists.

1. Communication Requirement

- To maintain a high standard of confidentiality and work within the Trust's Policies and Procedures.
- To answer incoming telephone calls, from a variety of sources.

- To direct all callers to the appropriate person, department or other agency.
- To deal with routine telephone enquiries.
- To make outgoing calls on behalf of the CAMHS Team.
- To type correspondence and reports from written notes, audio machine or e-mailed documents, adjusting spelling or grammar as required.
- To send out departmental standard letters.
- Attend appropriate CAMH Team meetings as requested by staff, take minutes and disseminate minutes following up any action points if required.
- Deal with all methods of communication effectively and efficiently.

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. Management Responsibilities

- Record absences of CAMHS Team colleagues using the internal electronic systems

5. Job Skills

- To monitor waiting list reports and recognise potential breach situations and immediately raise these with the appropriate personnel
- To practice good organisational skills on a daily basis
- To work in an environment, with potential for requirement to change task frequently.

- To be able to manage own workload and work independently, on own initiative, 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.

6. Information Processing

- To use Microsoft Office programmes, including Outlook, Word and Excel on a daily basis.
- To assist staff with clinical systems and Microsoft office packages, including Outlook, Word, Excel and Powerpoint as and when required.
- To ensure that all referrals and contacts with service users are entered onto the clinical system in a timely manner, in line with departmental and Trust Policy.
- To update and maintain clinical systems with current details of service users.
- To maintain information regarding colleagues/appointments on a daily basis.
- To assist with the preparation of statistical and non-statistical reports as required using excel, clinical systems and SMART.

7. Education, Experience and Workforce Development

- Provide support with training any new staff, demonstrating duties to new staff members where required.

8. Procurement and Commissioning

- To liaise with other CAMHS administration staff to ensure that adequate supplies of stationery and provisions are available at all times.

9. Other Specific Roles

- To be able to work weekends and evenings, as required.
- To provide cover for other Team Secretary roles within CAMHS, as required.
- To be able to travel to other locations, in order to provide cover, or attend relevant training/meetings, as required.

10. 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 high standard of 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: Team Secretary

	ESSENTIAL	DESIRABLE
TRAINING & QUALIFICATIONS	Good level of Maths and English. Good level of typing/dictation skills.	NVQ3, RSA3, or equivalent.
EXPERIENCE	Experience of working in an office environment. Experience of providing secretarial support in a health setting.	Experience of working with children/young people or adults with mental health issues.
KNOWLEDGE AND SKILLS	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. Excellent organisation and planning skills. Ability to communicate sensitive information to patients, carers and colleagues in an appropriate and professional way. Good knowledge and ability to apply Microsoft Office programmes, including Word, Excel, Outlook and Powerpoint.	Use of a range of clinical systems.

PERSONAL	<p>A proactive approach to the provision of a holistic administration functions to an identified team.</p> <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>
OTHER	<p>Ability to travel and work across county, as required.</p> <p>Ability to work evenings and weekends, as required.</p> <p>Positive and supportive outlook.</p>	