

JOB DESCRIPTION

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| JOB TITLE: | TEAM ADMINISTRATOR |
| BAND: | Band 3 |
| LOCATION: | Poole Community Health Clinic, Shaftesbury Road, Poole |
| ACCOUNTABLE TO: | Service Manager |
| LINE MANAGER: | Service Manager |
| KEY RELATIONSHIPS: | People with an acquired Brain Injury Referrers and other professionals Acute Hospitals Community Services Mental Health Services Third Sector organisations Statutory organisations e.g. Social Services, Housing Providers, Care Providers |
| HOURS OF WORK: | This is a full time post of 37.5 hours per week. The post holder will be required to work flexibly to meet the needs of the service. |
| JOB PURPOSE: | <ul style="list-style-type: none">• To provide efficient secretarial, administrative and reception support for the service• To provide support for the team by undertaking administrative and clerical duties associated with the management of referrals, scheduling of appointments, and preparation of essential reports.• To liaise with members of the public in their dealings with the team, some of whom may prove at times to be distressed, challenging and/or aggressive in manner or who may have language and communication difficulties.• To liaise with other members of the team to organise and deliver a safe and efficient office system to support high quality care, consistent with clinical governance, whilst helping the team to achieve targets and complete timely returns of information. |
| MAIN DUTIES AND RESPONSIBILITIES: | |
| 1. ADMINISTRATIVE | |
| 1.1 | To provide information to people with an ABI, staff, carers, relatives, GPs, relating to appointments, patient care, service pathways and meetings, verbally by telephone, face to face or written in a tactful and courteous manner often requiring non-clinical advice involving careful analysis of delicate situations regarding patient care, requiring knowledge of patient confidentiality. |
| 1.2 | To maintain records including computerised systems, databases and spreadsheets required by the Team e.g. assessment waiting time information, therapy waiting information, group therapy lists. |

- 1.3 To organise and prioritise own routine and non-routine daily workload. To have input into developing, organising and implementing new office procedures and systems e.g. Developing/updating team database, procedures for processing referrals and monitoring waiting times
- 1.4 To maintain efficient filing systems for the team and ensure that these are kept up to date.
- 1.5 To schedule appointments, individual and group, adjust clinic times as required for the department. To help develop, organise and implement office systems that ensure waiting times are tracked and adhered to.
- 1.6 To provide the Management Team with secretarial duties e.g. type Personal Development Reviews (PDR's), confidential letters to staff, liaise with HR regarding interview arrangements, to assist with the induction arrangements of new staff members.
- 1.7 To prepare handouts, booklets, tables and flowcharts as necessary.
- 1.8 To be able to work with complex accurate data when required e.g. Typing up psychometric test results, team service planning information.
- 1.9 To occasionally share reception duties as demand arises, using sound communication skills, sometimes being required to respond calmly to challenging or aggressive communication from patients. To provide non-clinical advice to people with an ABI based on awareness, knowledge and skills acquired in the course of everyday work in the department.
- 1.10 To type reports containing sensitive and complex material, requiring long periods of concentration and use of VDU's requiring some knowledge of medical and psychological terminology.
- 1.11 To assist with the organising and updating of clinical staff diaries on the electronic patient record.
- 1.12 To record and transcribe minutes/ notes of meetings, assist in audits and surveys. To assist the Team in the organisation of conferences and away days.
- 1.13 To book and authorise hospital transport for those people who qualify.

2. HUMAN RESOURCES/WORKFORCE

- 2.1 To assist in the induction of incoming secretarial staff in own duties, office systems and procedures, to organise and direct temporary staff.

3. FINANCE/RESOURCES

- 3.1 To share the responsibility for the handling of petty cash and disburse as required upon receipts being provided. Authorised signatory to claim re-imburement.
- 3.2 To be responsible for monitoring and maintaining stock levels and placing orders to be authorised.

4. PROFESSIONAL RESPONSIBILITIES

Job Reference 152-C482.17

- 4.1 To be responsible for managing patient sensitive information in a confidential manner in line with relevant Trust policies.
- 4.2 To ensure that all correspondence is dealt with promptly and efficiently including typing of assessments, discharge summaries, outcome measures, court reports, clinic letters, management correspondence, and adverse incident reports.
- 4.3 To ensure the provision of a prompt, responsive and professional office telephone service and where necessary operating a divert system and providing cross cover for colleagues.

5. GENERAL

- 5.1 To co-ordinate own annual leave and hours of work in the best interests of the team, in accordance with Trust Annual Leave procedures and with the approval of their Line Managers.
- 5.2 Responsible for checking and securing the building at the end of the day and setting the intruder alarm.
- 5.3 To carry out other duties as may be delegated by the Management Team.
- 5.4 To liaise with other service professionals in a responsible manner in relation to duties within the team.
- 5.5 To be responsible for representing the Trust in a professional manner at all times.
- 5.6 To comply with all the Trust policies and procedures and undertake mandatory training as required.
- 5.7 To comply with all Health and Safety responsibilities and guidelines
- 5.8 Responsible for reporting building and machinery repairs.

6. ENVIRONMENTAL (e.g. C&R, physical/mental/emotional effort/working conditions)

- 6.1 The post holder may be required to concentrate for sustained periods
- 6.2 The post holder may be required to process distressing information relating to service users

TERMS AND CONDITIONS OF SERVICE

1. Dorset HealthCare has a range of clinical, operational, financial, health & safety, management, human resource, equality & diversity and other policies, procedures, guidance, copies of which can be found on the Trust Intranet or obtained from the manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.
2. Employment in this post is subject to a Disclosure & Barring Service criminal record check. The post holder may be required to undertake a Disclosure application any time during employment.
3. Staff are not permitted to smoke on Dorset HealthCare premises, either inside

outside, or inside Trust vehicles.

4. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.
5. All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.
6. Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.
7. Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

CORE ATTRIBUTES AND BEHAVIOURS

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1. **Respect and dignity**
We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.
2. **Commitment to quality of care**
We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.
3. **Compassion and kindness**
We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.
4. **Improving lives**
We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.
5. **Working together for patients**
We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

6. **Everyone counts**

We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

7. **Positive**

Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.

8. **Proactive**

Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.

9. **Supportive**

Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.

10. **Respectful**

Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.

11. **Reliable and trustworthy**

Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

Person Specification

POST: TEAM ADMINISTRATOR, ACQUIRED BRAIN INJURY REHABILITATION SERVICE

Educational Requirements / Qualifications

| Essential | Desirable | How assessed, e.g. application form, interview |
|---|---|---|
| <ul style="list-style-type: none"> GCSE level English Language or equivalent | <ul style="list-style-type: none"> ECDL RSA 3 keyboard skills; audio typing and word processing | Written application / Interview |

Skills/Experience/Knowledge base

| Essential | Desirable | |
|--|--|---------------------------------|
| <ul style="list-style-type: none"> To show understanding of patient confidentiality Well developed skills in communicating effectively with clients and other professionals within and outside the NHS Good time management skills e.g. To be able to work to tight deadlines Good organisational skills and ability to organise own workload Must be computer literate Good standard keyboard skills and knowledge of Microsoft Office Proficient in MS Word Knowledge of working with spreadsheets e.g.: Excel Ability to maintain sustained concentration. | <ul style="list-style-type: none"> Experience of working within a similar office environment Knowledge of working within a team. Knowledge of NHS organisation and protocols. Knowledge of desk top publishing Knowledge of databases Use of internet Knowledge of PowerPoint Knowledge of Electronic Patient Record systems | Written application / Interview |

Personal Qualities / Aptitudes

| Essential | Desirable | |
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| <ul style="list-style-type: none"> • To be responsible for representing the Trust in a professional manner at all times and be able to demonstrate reasons for confidentiality. • Professional manner in dealing with emotive material and challenging behaviour from clients. • Willing to undertake further training as required by the Trust to ensure Health & Safety standards are met. • To be adaptive and flexible when undertaking new challenges. • Ability to work on own initiative whilst being a team player | | <p>Written application</p> <p>Interview</p> <p>Practical demonstration</p> |
| <p>Car owner / driver (Subject to the provisions of the Equality Act 2010, able to travel using own vehicle on Trust business)</p> | | |
| Essential | Desirable | |
| Required Level 1 | | |

***Essential / desirable**

Level 1 – (Essential) post holder is required to:

- **travel an average of more than 3,500 miles a year;**
- **or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;**
- **or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.**
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Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.