

<b>JOB TITLE:</b>	<b>TEAM ASSISTANT</b>
<b>PAY BAND:</b>	Band 3
<b>LOCATION:</b>	Poole Older Persons CMHT, Alderney Community Hospital
<b>ACCOUNTABLE TO:</b>	Integrated Service Manager
<b>LINE MANAGER:</b>	Team Leader
<b>KEY RELATIONSHIPS:</b>	Clinical Staff Administration colleagues Service users and carers Referers
<b>HOURS OF WORK:</b>	This is a full time post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service.
<b>JOB SUMMARY</b>	The post holder will be an essential member of the Poole Older Persons Community Mental Health Team and will provide secretarial and administrative support to all team staff.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **1. ADMINISTRATIVE RESPONSIBILITIES**

- 1.1 To provide comprehensive secretarial and administrative support to all team members to include: providing requested correspondence, reports, the organisation of meetings/conferences and faxing, photocopying and e-mailing services in an efficient and timely manner and typing, scanning and uploading to RiO.
- 1.2 Maintain the quality of own work.
- 1.3 To process incoming and outgoing mail. To date stamp incoming mail and forward appropriately and to ensure that outgoing mail is despatched using the appropriate mailing service and is always correctly addressed.
- 1.4 To provide a responsive, prompt, caring and highly professional phone-in service to patients, carers, relatives and all other professionals and agencies
- 1.5 Be responsible for determining the level of urgency when dealing with incoming calls from patients and carers, and mobilising appropriate Community Mental Health Team Member(s) or Duty Worker.
- 1.6 To ensure that all telephone enquiries/messages are recorded and forwarded in a timely manner

- 1.7 Communicate with a range of people on a range of matters, in a form that is appropriate to them and the situation. To liaise with other services, both internal and outside agencies as required.
- 1.8 To keep accurate and complete records, manual and computerised, consistent with legislation, policies and procedures. Ensure that information is recorded and stored appropriately and that disused files are archived on a regular basis
- 1.9 To input data and information accurately and completely, maintaining data integrity according to policy and procedures.
- 1.10 To be conversant with creating/maintaining/interrogating service user/patient records and other systems using computerised databases/spreadsheets and to provide statistical reports as required. Modify, structure, maintain and present data and information.
- 1.11 Develop own knowledge and skills and provide information to others to help their development. To also be involved in the use of new information systems (Full training provided for in-house systems).
- 1.12 Make changes in own practice and offer suggestions for improving services
- 1.13 To treat everyone with dignity and respect, acknowledging others' different perspectives. To recognise and report behaviour that undermines equality and diversity. Act in ways that support equality and value Diversity.
- 1.14 To comply with all decisions, policies and standing orders of Dorset HealthCare University NHS Foundation Trust, including any statutory requirements e.g. data protection, human rights, equal opportunities and health and safety legislation. Assist in maintaining own and others' health, safety and security.
- 1.15 Responsible for assisting and, when required, providing cover for other secretaries during annual leave and sickness, or as required.
- 1.16 To undertake any other duties that may be assigned by the Integrated Services Manager/Team Leaders which are commensurate with the status, experience and qualification of the employee.
- 1.17 To order stationery for CMHT members including Social Workers assigned to the Team
- 1.18 Responsible for completion of Lone Working checklist at end of working day and reporting/escalating any concerns to Duty Worker/Integrated Manager.
- 1.19 Prepare agenda, attend and minute weekly CMHT meeting
- 1.20 To receive adequate training of RiO
- 1.21 To note annual leave on holiday chart

## **2. PROFESSIONAL RESPONSIBILITIES**

- 2.1 To be responsible for managing patient sensitive information in a confidential manner in line with relevant Trust policies
- 2.2 To ensure that all correspondence is dealt with promptly and efficiently including Processing referrals, discharge summaries

- 2.3 To ensure the provision of a prompt, responsive and professional office telephone service and where appropriate providing cross cover for colleagues

## **TERMS AND CONDITIONS OF SERVICE**

1. Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line 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 records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.
3. Staff are not permitted to smoke on Dorset HealthCare premises, either inside or 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 persons'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 everytghing 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.
7. **Being a learning organisation**  
We wish to continue to be a learning organisation in partnership with Bournemouth University and other local academic organisations.

## **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.

8. **Positive**  
Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.
9. **Proactive**  
Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.
10. **Supportive**  
Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.
11. **Respectful**  
Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.

12. **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

### TEAM ASSISTANT – BAND 3

1.	<b>KNOWLEDGE, SKILLS AND TRAINING</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1.1	Educated to GCSE level or equivalent experience	Yes	
1.2	To show understanding of patient confidentiality	Yes	
1.3	Well developed skills in communicating effectively with clients and other professionals within and outside the NHS	Yes	
1.4	Knowledge of NHS organisation and protocols		Yes
<b>2.</b>	<b>JOB SPECIFIC EXPERIENCE</b>		
2.1	Experience of working within an office environment		Yes
2.2	Experience of working with the NHS		Yes
<b>3.</b>	<b>INFORMATION TECHNOLOGY/RESOURCES</b>		
3.1	Demonstrable experience of using word processing, spreadsheets, databases and or presentation of software to RSA 11 or equivalent	Yes	
3.2	Experience using an electronic service user record		Yes
3.3	Ability to achieve a pass mark (75%) in the ICT Basic Skills test	Yes	
<b>4.</b>	<b>PERSONAL QUALITIES/ATTRIBUTES</b>		
4.1	Evidence of demonstrating the Trust's values and behaviours.	Yes	
4.2	Good written, verbal and interpersonal communication skills	Yes	
4.3	Use of initiative and ability to work independently	Yes	
4.4	Ability to think creatively and problem solve	Yes	
4.5	Good team working and communication	Yes	
4.6	Time management skills	Yes	
4.7	Ability to interact with clients and visitors in a professional manner	Yes	
4.8	Ability to work under pressure and maintain a positive outlook	Yes	
4.9	Professional in approach, manner and appearance	Yes	
<b>5.</b>	<b>ADDITIONAL REQUIREMENTS</b>		
5.1	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes	

**\*Essential / desirable car user definitions**

**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.**