

Administration Officer

Band 3

Job Description

Post Title:	Administration Officer
Department:	Crisis Home Treatment Team
Location:	Quayside House, Rounds Green Road, Oldbury
Directorate:	Mental Health Division
Band:	3
Hours:	37.5
Contract Type:	Permanent
Responsible to:	Clinical Team Manager

Job Purpose

The postholder will provide a comprehensive secretarial and administrative support across various disciplines/services within the Trust to enable them to function efficiently and effectively.

All duties outlined are appropriate to the grade and the actual duties will be determined by the individual service/team.

Main Duties/Responsibilities

- Act as a point of reference for incoming telephone calls and queries, taking appropriate action personally, taking detailed messages as required or redirecting as necessary.
- Producing reports and letters in accordance with team/service procedures/guidelines.



Job Description – Administration Officer

- Carry out general administrative and clerical functions including photocopying, filing, archiving as required.
- Effective and safe use of virtual fax following team/service procedures for processing/storage of electronic information.
- Process the client referral system and associated documentation in accordance with local operating procedures and systems.
- Maintain effective and efficient team/service systems and office procedures, including procurement of supplies, stationery requirements, printed stationery and other ad hoc items as required via E-Series.
- Maintain effective diary management as required by Team Leads / Management.
- Process incoming/outgoing post, taking appropriate action as necessary, recording in accordance with operational procedures.
- Maintain an efficient filing and records system, encompassing medical secretarial and health records services as required.
- Collate statistical information, prepare returns, support audit processes and provide project support where appropriate to grade as required by management.
- Take notes or minutes, prepare agenda and action logs to support meetings as required as defined by local or operational procedures.
- Undertake the administrative tasks of ordering of supplies and services including the submission of works tickets and urgent requests for maintenance/estates via the Helpdesk, IT, and Information where appropriate under the direction of the Line Manager.
- To supervise and mentor junior staff, provide supervision and training with support and guidance from Line Manager.

Information Governance

- Take responsibility for your own understanding of Information Governance, confidentiality, security, data protection and Caldicott Principles.
- Ensure all medical/nursing records and person identifiable information is secured at the end of your working day.
- Ensure you are familiar with safe use of e-mail when sending patient or personal identifiable information to colleagues electronically.



Finance

- As necessary, be responsible for the administration of petty cash, banking and use of safe in line with Financial Procedures. To be the keyholder for the safe and petty cash as required.
- Ensure financial transactions are conducted in accordance with Standard Financial Instructions.
- Maintenance of franking machine/postal services where required, in accordance with Financial Procedures.

Procedures

- Ensure that comments/complaints are dealt with in accordance with the Complaints Policy.
- The postholder will be required to update own knowledge and comply with all local and corporate operational policies and procedures issued by and on behalf of BCPFT.

Technology

- Use and maintain knowledge of current IT systems, support with implementation and development of new systems and information technology as required. This will include Electronic Health Records, virtual fax as examples.
- To train new members of administrative staff on current systems and processes.

Location Management

- To work as part of the administration and clerical team providing cover and support to colleagues throughout the Division during periods of annual leave or sickness to ensure a continuous provision of service.
- Ensure the security of locations and other buildings including equipment as required.

General

- To undertake any other duties of a similar nature consistent with the responsibilities of this post in order to provide a quality administration service.



Trust Values

Employees, workers, and / or contractors will be expected to uphold the values of the Trust and exhibit the expected Trust behaviours aligned to the Trust's values. Individuals have a responsibility to ensure that they display the Trust values and behaviours in carrying out their job and that individuals feel able to challenge (or raise a challenge) when other colleagues' behaviours breach the spirit of Trust values.

Confidentiality and Data Protection

Staff are to familiarise themselves with the Employer's data protection policy when this is available, which sets out its obligations under the General Data Protection Regulation, the UK Data Protection Act 2018 and all other data protection legislation. You must comply with the Employer's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation and only for the purposes of your work for the Employer. The Employer will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Employer's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Employer's Data Protection Officer.

Data Quality

The post holder should ensure any data/information prepared for either internal or external analysis is 'fit for purpose' i.e. that it is accurate, valid, reliable, timely, relevant and complete.

No Smoking

The Trust has a no smoking policy. Smoking is not allowed on any Trust premises.

Health and Safety

The post holder will take personal responsibility for any Health & Safety issues and obligations under the Health & Safety at Work Act. The post holder should also be



aware of and comply with other relevant legislation and policies e.g. Fire Regulations.

Clinical Governance

All employees are required to actively contribute towards the Trust's clinical governance systems, taking responsibility as appropriate for quality standards, and work towards the continuous improvement in clinical and service quality.

Infection Prevention & Control

Infection prevention & control is everybody's responsibility, it is a requirement for all Trust staff to comply with all Trust infection control policies and procedures.

- All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace.
- All staff must adhere to the Trust's Hand Decontamination Policy
- All staff are expected to behave in a manner which protects patients, public and colleagues from infection risks within the scope of their role.
- All staff should have infection control training at induction and annual infection control updates as required.

Employees must also be aware of the responsibilities placed upon them by The Health & Social Care Act (2007) Code of Practice to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients, your own health and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing, adherence to bare below elbows as required and the appropriate use of Personal Protective Equipment (PPE).

Safeguarding Adults

Safeguarding is 'Everybody's Business'. It means protecting people's health, well-being and human rights. It includes protecting their rights to live in safety, free from abuse and harm; taking their views, wishes, feelings and beliefs into account. In the West Midlands, the main statutory agencies work together to promote safer communities, to prevent harm and abuse and to deal with actual or potential when



concerns arise. These Organisations which include Black Country Healthcare NHS Foundation Trust work together to achieve these outcomes by working within the Safeguarding Adults multi-agency policy and procedures for the West Midlands and adhering to the local Safeguarding Adult policy and procedures. Staff can contact the Trust Named Nurses for Safeguarding Adults or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

Safeguarding Children

All members of staff have a responsibility to ensure that children and young people are safe from abuse or harm. Employees must comply with Local Safeguarding Board Child Protection Policy and Procedures and Black Country Healthcare NHS Foundation Trust Safeguarding Children Policy. Staff can contact the Trust Named Nurses for Safeguarding Children or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

Professional / Managerial Codes of Practice

The post holder is expected to abide by the relevant codes of practice of the registering body for healthcare professionals, and, where applicable, the NHS Code of Conduct for managers.

Policies and Procedures

The post holder is required to abide by all policies and procedures of the Trust.

Pandemic / Other Emergencies

In the event of a pandemic being declared, the post holder may be required to adjust their days of work, hours of attendance, work base, and duties to support the delivery of services.



Job Description

This document is not intended to be an exhaustive list. Other duties, responsibilities and work base appropriate to this role / grade, may also be required. The manager will discuss this with the post holder where necessary.

Post Holder's Signature:

Date:



Administration Officer

Band 3

Person Specification

Job Title: Administration Officer

Band: Band 3

Department: Crisis Home Treatment Team

All candidates will be considered on their ability to meet the requirements of this person specification.

E = Essential criterion for the role D = Desirable criterion for the role.

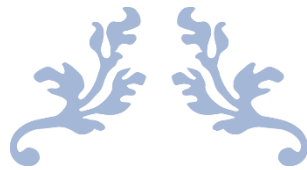
Attributes/Skills	Key Requirements	Criteria (E/D)
Education/Qualifications	Good standard of education / 5 GCSE's or equivalent qualification	E
	GCSE English grade A to C	E
	Word processing / typing at RSA/OCR Level II (or equivalent level / demonstrable experience)	E
	Evidence of continued development or training	E
Experience	Excellent communication skills	E
	Significant experience of working in an office environment	E
	Demonstrable organisational skills.	E
	Ability to work as part of a team	E
	Ability to prioritise own workload and work to deadlines.	E
	Ability to use own initiative.	E
	Experience of working in a healthcare environment	D
	Audio typing skills	D



Person specification – Administration Officer

Knowledge	Knowledge of computer packages including MS Office and keyboard skills. Knowledge of confidentiality. Ability to communicate effectively. Awareness of Equal Opportunities	E E E D
Skills/Personal qualities	Team player with ability to work as part of team or on own initiative. Flexible Punctual Willing to learn and develop existing skills	E E E E
Trust Behaviours	• Be compassionate, empathetic and caring to everyone • Enable yourself and others to act with confidence and authority in order to achieve the best outcome for everyone • Work with others. Be inclusive by understanding and valuing others to achieve the best results for everyone and everything we do • Act with transparency and honesty; respect and value others to do the right thing at the right time for everyone.	E E E E





CV PORTFOLIO BMSW 4005.

JOB ADVIRTISEMENT.



1920269

Congeita Clarke-Young

Professional and Career development

BMSW4005

Olubukola Adegbite.

25.10.2021

Congeita Clarke-Young

54 Woodard Road

Tipton

West Midlands

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congeitaclarkeyoung@gmail.com

Black Country Healthcare (NHS AFC: Band 3) – Administration Officer

Black Country Heath NHS Foundation Trust

Hours: Full Time – 37.56 HOURS Per week Trust

Closing Date: 18 September 2021.

Administration officer. R- 285-8856-MH.

Crisis Home Treatment Team

Quayside House, Rounds

Green Road,

Old bury

West Bromwich

West Midlands

B69 2DG.

Personal Profile statement / Career Objective

- I am approachable, very motivated, and confident within my role I have an open communication style which is acceptable to all, with an ability to negotiate successfully in difficult circumstances. Making a real difference towards the team

within Administration, I have been working within service now for over 23 years. Which I have done several roles within the NHS Mental Health Services across the trust wards, and for last 2 years have been working as Administration at home different departments.

EDUCATION

Manor High School Wednesbury.

- (C.S.E Level 2 English 1985)
- (C.S.E Level 4 Math's 1985)
- (C.S.E Level 3 History 1985)
- (C.S.E Level 2 Cooking 1985)
- Y.T.S Catering Course: (1985 till 1987) 706-1/706-2.
- Module Training Program, in Mental Health Services: (05.01.1998), until (20.01.1999). From this my role changed to full time H.C.S.W, I remain in the same trust to date. Within this role I completed.
- Certificate of unit credit towards national vocational Qualification City & Guild
-
- Level 3 NVQ in Care. (January 2008).
- University of Wales trinity saint David January (2021) until January (2022), Level 4 in Higher Education Skills for Workplace Health and Social Care.

EXPERIENCE

Black Country Health and Social Care Trust

05.01.1998. to Present date.

Senior Healthcare support worker, working from home as Administration for last 2 half years now. I am being redeployed from my role as Senior Healthcare Support worker due to injury that I sustained within my last role. To Administration role which I have achieved experience in over last 2 and half years also as a support worker.

SKILLS

- Motivated tries to exceed targets, also a proactive team player within a team.
- E.S.R training up to date at 87%
- Rio Trained.
- Health and safety Trained.
- Enjoy working within organized team
- Sticking to targets that I am given.

- Basic life support trained
- Mappa Trained.
- Food Hygiene Trained
- Produce reports in accordance with trust policy.
- Processing incoming/outgoing post, taking appropriate action as necessary recording in accordance with operational procedures.
- Maintain an efficient filing and records system, collate statistical information give support to audits.
- Take understanding of your own responsibility Governance, confidentiality, security, data protection and Caldicot Principles.
- Communicating with Clients on phone.
- Using excel, Faxing, Filing Medical Records. Doctor ward Diary Basic IT Computer skills.
- Within the last 25 years I have gain lots of experience in lots of different roles.

ACTIVITIES

I enjoy having family and friends around me, I also have a passion for animals not all but do have my favorites' I do enjoy stopping in a lot reading learning different things. Used to enjoy going Gym but due to injury not at moment. I like learning new things and take on challenges that I must use my knowledge as I am dyslexia. Enjoy going on holidays when I can, I am also a good listener don't have problem working with others, self-disciplined caring very focused with task that I am given. Passionate about my family and friends. Very serious about my job giving the best values the way I know how, in how to conduct myself were ever I am as part of a team.

References

Available on request.

Congeita Clarke-Young.

54Woodard Road

Tipton

DY4 0LN.

20.10.2021.

Crisis Home Treatment Team.

Dear Clinical Lead Manager

I am currently looking for job within your team, I was informed of that vacancy within house. Working as Administration Officer for Crisis Home Treatment Team, At Present I am already doing back log off work. For Complex Medical Sectaries, within this role that I have been doing I have learnt word processing/typing at RSA/OCR Level 2, organizational skills, knowledge of computer packages including office and keyboard skills. I also have good communication skills, the ability to priorities my own workload and work towards meeting deadlines. Experience off working within the Healthcare environment and as part of a team. I am very confident that the skills I have adopted over the years the experience that I have learnt in my studies could make a great contribution in your team.

I would appreciate the opportunity to discuss my application further for this post, by doing the 4-week trial for this position. It would be great if we could discuss my Qualification and format of the role in person at your earliest convenience.

Thank you.

Sincerely

Congeita Clarke-Young