

DENISE CHAMBERS

142 Whitgreave Street, West Bromwich B70 9AY · 07787026438

dchambers741@aol.com

EXPERIENCE

NOVEMBER 2020 – PRESENT

SENIOR WARD ADMINISTRATOR, BLACK COUNTRY HEALTHCARE NHS FOUNDATION TRUST

To provide administrative support to the Acute Mental Health Wards, by keeping patient information up to date, sending discharge prescriptions to GPs, placing purchase orders for items required for the ward, booking interpreters and rooms for MDT meetings, arrange the return of patient finances, maintain filing ward systems, checking and maintaining stock levels, arranging MS teams meetings, and booking transport.

APRIL 2016– NOVEMBER 2020

RECEPTIONIST, BLACK COUNTRY HEALTHCARE NHS FOUNDATION TRUST

Answering the telephone, greeting visitors, managing consultant clinic diaries, incoming and outgoing mail, ordering stock using E-series, booking translators for outpatient appointments, producing accessible appointment and referral letters, archiving, updating patient records, managed room bookings, filling and making up patient files.

FEBRUARY 2005 – APRILL 2011

HELPPDESK ADVISOR, HESTIA MANAGED SERVICES

To provide information advice to members of the public and client organisations in relation to energy efficiency, sustainable travel, waste, water and other related subjects via telephone, events, advice surgeries and home visits.

SEPTEMBER 2004 – FEBRUARY 2006

ADMINISTRATION TEMP, PROACTIVE PERSONNEL

Reception duties, call answering and directing, filing, photocopying & collating, type documents reports and correspondence, record and retrieve data.

EDUCATION

1998, Office Studies, Matthew Boulton College

1998, Word Processing Level 2, Matthew Boulton College

1998, Text Processing Level 2, Matthew Boulton College

1998, Typewriting Level 2, Matthew Boulton College

2002, Business Administration Level 2, Future Training 2000

2019, Maths - Functional Skills Level 2, Dudley College

2019, English - Functional Skills, Level 2, Dudley College

2020, Business Administration Level 3, Dudley College

CORE SKILLS

- | | | |
|-----------------------|--------------------|------------------------|
| • Organised | • Typist | • Problem Solving |
| • Presentation Skills | • Produces reports | • Client Relationships |
| • Stock Control | • Diary Management | • Complete Projects |
| • Microsoft Office | • Data Entry | • Keen to Learn |

ACTIVITES/HOBBIES

Movies, Circuit Training, Hair Stylist, Long Walks, Cycling, Learning New Languages.

Cover Letter

Denise Chambers
142 Whitgreave Street
West Bromwich
B70 9AY
07787026438

Natalie Toolan
Ward Manager
Ash ward
Moseley Street Hospital
Mosley
Birmingham
B9 5PU

Dear Sir/ Madam,

I am writing to apply for the position of Ward Administrator, and I believe I am the right person for the role.

I am an enthusiastic team player and I also work well on my own, after reading the job description and person specification for this post I believe that I meet all the essential requirements, with my previous and current work experience including the required qualifications, I am also eager to learn and welcome all training opportunities. I have a full UK driving license and have my own car.

In 2011 I was made redundant and became pregnant soon after, I returned to work when my son started nursery and I began my current job working on a busy reception for the Learning Disabilities team in Wolverhampton, as well as reception duties I make up patient files, process new referrals to the service, liaise with other supportive services to arrange meetings and service user appointments, manage consultants diaries, produce appointments letters and use service systems to book appointments, produce reports, open and close referrals and keep records up to date.

Whilst working at Hestia Managed Services it was mainly call center based with occasional information advise surgeries and presentations at local public events, to advise on saving energy in the home across the West Midlands for the Energy Saving Trust and local authorities.

I have previously worked as an Admin Temp which is how I first started working for Hestia Managed Services before this I worked as an Office Assistant at CARES Sandwell where I gained my NVQ Level 2 in Administration through an apprentice scheme.

I currently work for Black Country Healthcare Foundation Trust as a Ward Administrator on an acute mental health ward. I previously with the same trust worked as a receptionist for the learning disabilities team and gained and NVQ 3 in Business Administration.

I am extremely excited about this job opportunity and hope you consider me a suitable candidate for this role please find my CV attached to this email, I look forward to hearing from you.

Yours sincerely

Denise Chambers

Job Advertisement

JOB OVERVIEW

Job Title: Ward Administrator

Salary: £26,282 per annum

Location: Ash Ward, Moseley Street Hospital, Moseley, Birmingham B9 5PU

An exciting opportunity has arisen for a Ward Administrator to be based at Ward level on Ash Ward, located at Moseley Street Hospital. This Role will be covering 2 Acute Mental Health Wards.

The successful candidate will have an understanding of inpatient services and a genuine interest in working with the client group as well as applying a flexible attitude to their work.

Interested candidates must have the aptitude to manage their own workload, use own initiative and maintain information governance. The ability to work as part of a team with other staff members and patients is essential as well as an empathic approach towards people suffering from mental illness.

The post holder will be responsible for undertaking a wide range of secretarial/administrative duties, which include the receipt of all correspondence, ensuring appropriate action is taken. Processing letters and reports. To support the Ward Managers/Team in the maintenance and development of administrative services by providing modern, professional administrative services. Primarily alleviating the administrative workload of clinical staff enabling them to focus on quality patient care. The post-holder will also proactively identify any areas of improvement and development of administrative and clerical support systems and procedures, consistent with a modern, professional mental health service.

PERSON SPECIFICATION

Training and Qualifications

Essential criteria

- GCSE English or above and ability to demonstrate excellent use of the English language/grammar.

Knowledge and Experience

Essential criteria

- Extensive knowledge and experience of Microsoft office, power-point, outlook and excel.

Training and Qualifications

Essential criteria

- Evidence of IT skills Typing/Word Processing to level RSA II or equivalent

Knowledge and Experience
Essential criteria

- Experience of liaising with senior management and clinical staff from a range of disciplines and agencies

FURTHER DETAILS / INFORMAL VISITS CONTACT

Name

Natalie Toolan

Job title

Ward Manager

Email address

Natalie-toolan57@nhs.net

Telephone number

01213078672

For an informal conversation call or send Natalie Toolan using the above contact details.

Please upload your CV and covering letter using the below link before the closing date 27/02/2023 midnight.