

JOB DESCRIPTION

JOB DETAILS

Job Title: CMHT Administrator

Pay Band: Band 3

Directorate: Mental Health

Department: Older Persons Mental Health Services

ORGANISATIONAL ARRANGEMENTS

Accountable to: Team Leader

Responsible For:

Organisation chart:

JOB SUMMARY / PURPOSE

The post holder will provide a comprehensive administrative support service.

To effectively liaise with and co-ordinate activity of the multi-disciplinary team on a day to day basis.

Is identified as the access point for all referrals into the CMHT, therefore receives and responds effectively to referrals.

Good communication, time management, organisational skills and the ability to meet deadlines are an essential requirement of this post.

The post holder will ensure that the information held in its systems is complete, of high integrity and readily available.

The post holder will support the provision of good quality data within the CMHT and promote the importance of, timely and accessible information.

To be able to work effectively individually and as part of a team.

MAIN DUTIES AND RESPONSIBILITIES

- To plan and prioritise and monitor own workload.
- To (on a daily basis) respond to unpredictable work demands including frequent interruptions which can lead to a change of task whilst still being expected to complete tasks within given timescales.
- To receive, open, stamp, record and deliver incoming mail (external and internal), twice a day.
- To receive all referrals (acting as central point for referrals) for CMHT
- To meet with CMHT Co coordinator daily to screen new referrals.
- To liaise with the Hospital to ensure medical notes are available for clinic appointments.
- To organise appointments for clients referred to assessment/out patient clinics.
- To organise patient transport for Day Hospital and out patient activities.
- To prepare & send memory clinic appointments, create files, send out waiting list letters and input data onto PAS. Respond to any enquires from client/carers.
- To prepare and print scans and blood results on HISS ready for memory clinic, enter clinic outcomes on PAS.
- To prepare and send appointments for physiotherapy.
- To collate and collect information on all referrals Primary & Secondary to CMHT.
- To update practitioners caseload monthly and feedback to CMHT.
- To take bookings and record the use of rooms on premises, (internal & external agencies).
- To act as a point of contact for carers group.
- To provide administrative support to;
 - 1) Head O/T –typing, pasting documents take and distribute minutes and agendas for a variety of meetings.
 - 2) Memory support and memory strategies group – typing arranging transport, provide information packs; keep an up to date data base.
 - 3) Carers group – typing, communicate with carers

Service Management

- To use own initiative when dealing with patient enquiries by telephone and face to face, manager available to answer queries.
- The postholder will have the autonomy to organise their own workload without continuous on-site supervision and will at their own request seek the assistance of (manager/supervisor) as the situation arises.
- To work within agreed policies and procedures.
- To assist in the implementation and monitoring of lone working arrangements.
- To be first responder if personal alarms (used in clinics) are activated.
- To be first point of contact should fire alarms sound and check consulting rooms as part of locality Fire Defence Plan.
- To respond to enquiries, exercising judgement when dealing with them.
- To problem solve appointment issues.
- To problem solve transport issues.
- To respond to and seek advice as necessary to help and resolve problems and complaints.

Service Improvement

- To follow Departmental Policies.
- Comply with all Health Board Policies.
- To contribute to policy development.
- Responsibility for Research and Development
- To participate in audits and surveys as necessary to work area.

Communications

- To provide and receive routine information which requires tact, reassurance, sensitivity, confidentiality or persuasive skills or where barriers of understanding when clients are confused or have limited sight or hearing.
- To employ developed interpersonal and communication skills, written and verbal, formal and informal in order to communicate with all levels of individuals e.g. General Public/Service Users/Multidisciplinary NHS staff/General Practitioners/Voluntary Sector staff for most or all of the day.
- To exchange information verbally, written, electronically and in person to inform colleagues.
- To resolve disrupted appointment times, offer new appointments and re-arrange existing appointments.
- To undertake clinical supervision.
- To attend weekly CMHT meetings ensuring all necessary paperwork is prepared and available.
- To record allocation of new referrals, secondary referrals and discharges.
- To ensure first contacts are recorded and reported.
- To work as part of a team to undertake reception duties.
- To deal with abusive clients/carers/ members of the public, either face-to-face or by phone whilst on reception duty.
- To cover any urgent requests in the absence of medical secretaries.
- To assist Consultant and/or associates in any urgent duties as needed.
- To provide non clinical information/guidance to patients and carers.
- To participate in the development of joint record keeping.
- To Input and extract information using the computerised Patient Administrative System (PAS), & e-F.A.C.E
- To be responsible for requesting medical records and to ensure the safe storage and return.
- To ensure safe transfer of notes to medical records at Hafan Derwen.
- To co-ordinate CMHT record keeping.
- To receive and pass on clinical information to members of CMHT.
- In the absence of patients welfare officer to undertake patient welfare duties

Finance and Resources

- To maintain departmental stationary stock.
- To be responsible for petty cash.
- To ensure appropriate use of equipment.
- To report any defects.
- To provide cover for 'patients welfare officer' during annual leave and sickness; This involves:
 - To have a working knowledge of the appropriate procedure for personal allowances, benefits & loan application.
 - To collect cash from identified bank, record and store cash.

Personal and People Development and People Management

- Demonstrate duties to new staff.
- To participate in staff induction.
- To participate in PDR/KSF process.
- To undertake training and development as necessary for post.
- To update self and others in new and innovative administration and information systems.

Information Processing

- To process and store patient records
- To be aware of and work within current legislation and relevant national and local policies such as Confidentiality, Caldicott Principles, Data Protection Act, Freedom of Information.
- To process, store and update patient information on CMHT database.
- To register referrals on PAS and F.A.C.E
- To undertake photocopying duties.
- To maintain an effective filing system.
- To type up detailed reports for CMHT.
- To undertake correspondence on routine matters.
- To transcribe and type up minutes.
- To process activity records for Day Hospital.
- To arrange/organise patient transport for Day hospital, Memory clinic and support groups through liaison with ambulance control.
- To store personal information safely in respect of lone working arrangements.
- To collect and collate statistical information on behalf of the CMHT.
- To use a full range of computer packages:
 - Microsoft word for typing letters, memos, reports, activity sheets
 - Excel for keeping database (s)
 - Internet/intranet, E- mail, Power point for presentations

Health, Safety and Security

- The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Health Board.
- All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice

Quality

- The post holder is required to participate in the Health Board PDR process and work towards meeting identified development needs.
- The post holder is required to demonstrate on-going continuous professional development.
- At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant.
- The post holder has the responsibility to inform those supervising their duties if they are not competent to perform a duty

COMPETENCE

- The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs.
- The postholder is required to demonstrate on-going continuous professional development.
- At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

- The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board.
- Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

- The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.
- The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety.
- The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility.
- The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines.

The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the

HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

It is the aim of the Hywel Dda HB to ensure that no job applicant or employee receives less favourable treatment on grounds of gender, religion, race, colour, sexual orientation, nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the HB has an Equal Opportunities Policy and it is for each employee to contribute to its success.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service,

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	RSA II or equivalent demonstrable experience of administrative / office skills and knowledge plus experience of working in an administrative / office environment OR RSA III or equivalent demonstrable experience of administrative / office skills and knowledge	Additional computer skills/course	Certificates
Experience	Familiar and competent with Microsoft IT packages, especially Work, Excel and Powerpoint Familiar and confident using email and searching the internet Knowledge of office systems Good understanding of Data Protection Act in relation to handling of medical records Understanding of confidentiality	Experience in health/social care setting Working within a team	Application Form Interview References
Aptitude and Abilities	Excellent communication skills, both written and verbal. Workload management - prioritise work in order to meet deadlines Computer skills Good personal organisational skills. Able to work on own initiative, but able to recognise own limitations Able to work under the direction of others	PAS and CLMS	Application Form Interview References

Circumstances	Ability to co-ordinate effectively and efficiently Demonstrate the ability to work as part of a team. Sympathetic, compassionate and understanding personality Approachable, empathetic, enthusiastic Self motivated and systematic	Welsh speaker	Application Form Interview References
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Effort Factors	Y	N	Example
Freedom to Act			
Does the post holder generally work with the supervisor/manager close by/available with ongoing guidance?	√		
Does the post holder generally work with the supervisor/manager available for reference?	√		
Does the post holder works independently and is managed	√		The postholder will have the autonomy to organise their own workload without continuous on-site supervision and will at their own request seek the assistance of (manager/supervisor) as the situation arises.
Is the postholder the lead specialist in their area or a section manager?		√	
Would the post holder be expected to interpret broad policies for their area?		√	
Would the post holder be required to work above and beyond statements above?		√	

Physical Effort	Example	Occasionally – at least three times per month	Frequently – occurs on half the shifts worked or more	Ongoing – continuous or almost continuous
Lifting, pushing, pulling objects weighing from 2 to 5 kilos	no			
Lifting, pushing, pulling objects weighing from 5 to 15 kilos	no			
Lifting, pushing, pulling objects weighing over 15 kilos no mechanical aids	no			
Moving patients or heavy weights over 15 kilos with mechanical weights	no			

Bending, kneeling or crawling		√		
Working in cramped conditions	no			
Working at heights	Records storage on shelves	√		
Walking more than a kilometer at any one time (not too and from work)	no			
Inputting at a keyboard				√
Restricted in a driving position (not too and from work)	no			
Sitting at a microscope examining slides	no			
Standing at a machine in a restricted area	no			
Standing whilst making sandwiches or serving meals	no			
Controlled restraint of patients eg. In mental health or LD situations	no			
Running from a standing start	no			
Clearing tables	no			
Heavy manual digging	no			
Lifting heavy containers or heavy duty pot washing	no			

Mental Effort	Example	Occasionally – at least three times per month	Frequently – occurs on half the shifts worked or more	Ongoing – continuous or almost continuous
Checking detailed documents for 1 to 2 hours at a time				√
Carrying out complex calculations for 1 to 2 hours at a time	no			
Analysing detailed statistics for 1 to 2 hours at a time		√		
Active participation in formal hearings	no			
Operating Machinery for 1 to 2 hours at a time	no			

Driving a vehicle for 1 to 2 hours at a time	no			
Taking detailed minutes a meetings		√		
Carrying out screening tests or microscope work	no			
Examining or assessing patients	no			
Dealing with frequent interruptions such as responding to a bleep or changing from one task to another in response to a specific enquiry		√		

Emotional Effort	Example	Occasionally – at least three times per month	Frequently – occurs on half the shifts worked or more	Ongoing – continuous or almost continuous
Imparting unwelcome news to staff, patients or relatives		√		
Caring for the terminally ill	no			
Dealing with difficult family situations		√		
Exposure to severely injured bodies or corpses	no			
Taking minutes or typing reports concerning child abuse or other distressing events		√		
Imparting unwelcome news of terminal illness or unexpected death to patients and relatives	no			
Dealing with people with severely challenging behaviour		√		
Arriving at the scene of a serious accident	no			
Dealing with patients or relatives of a serious accident	no			

Working Conditions	Example	Occasionally – at least three times per month	Frequently – occurs on half the shifts worked or more	Ongoing – continuous or almost continuous
Direct exposure to dirt, dust, smell, noise	no			
Indirect exposure to dirt, dust, smell, noise	Working in reception area exposes individual to noise of other depts	√		
Direct exposure to inclement weather or extreme temperatures	no			
Direct exposure to verbal aggression	Reception area is first point of contact for clients and relatives	√		
Direct contact with uncontained body fluids, foul linen, fleas, lice or noxious fumes	no			
Direct exposure to hazards where the scope for controlling or containing the exposure is limited	no			
Requirement to use road transportation in emergency situations	no			
Frequent requirement to use road transportation	no			
Requirement to use VDU equipment more or less continuously				√