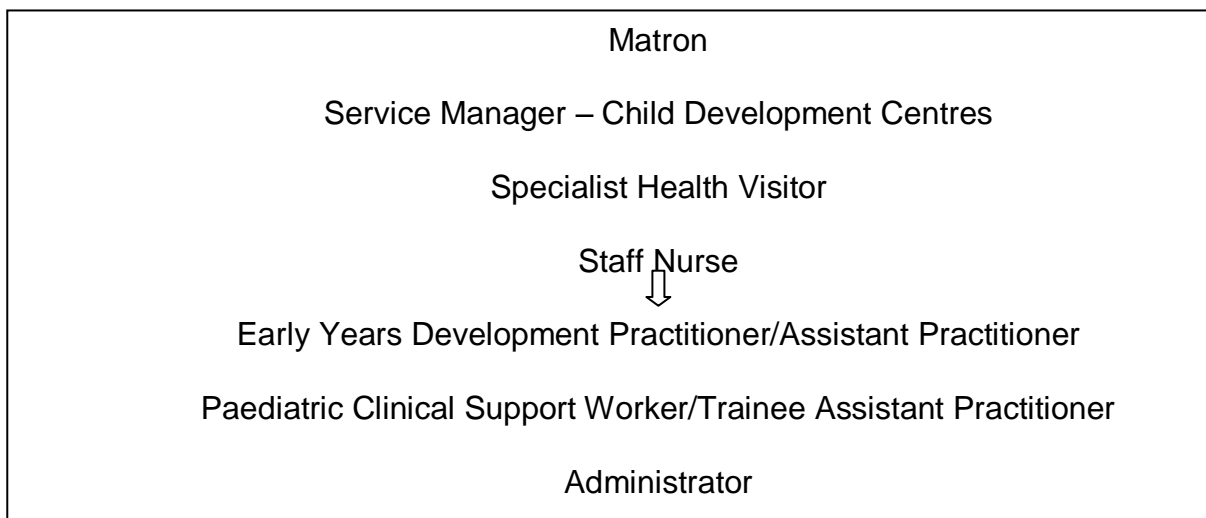


JOB DESCRIPTION

POST TITLE CDC ADMINISTRATOR
BAND 3
DIVISION FAMILY CARE
BASE Child Development Centre
REPORTS TO Service Manager for East Lancashire Child Development Centres
RESPONSIBLE FOR N/A

ORGANISATION CHART



JOB SUMMARY

- 1) Administration for the Child Development Centre by providing a comprehensive Reception, Secretarial and Administrative Service to the Child Development Centre Service.
- 2) Co-ordinating role within the Team and with other Client Groups to ensure provision of smooth and effective services.
- 3) Responsible for all matters regarding reporting maintenance of setting and for complying with health, safety and security procedures.

MAIN DUTIES

- Manage and prioritise enquiries and queries from various client groups, both face to face and via the telephone, email and written correspondence
- Open and prioritise general correspondence, post and email, ensuring that urgent matters are raised with the appropriate professional. Distribute all mail to relevant staff

- Retrieve and prioritise correspondence received by e-mail or mail (which is often of a highly sensitive and confidential nature) to ensure that urgent correspondence receives prompt attention.
- Monitor CDC email systems and, handle requests and coordinate the receipt and distribution of requests for various reports and assessments completed within our service to ensure statutory time frames are met and breaches are accurately recorded.
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- Ensure that data is updated in a timely manner on the relevant recording systems to ensure waiting lists are maintained for children awaiting diagnostic assessment (for example referral and attendance at appointments for IHA appointments ,QB testing and SCD panel) such as current and accurate information is available for reporting
- Transcription, hand written or e-mail reports/correspondence, using word processing packages, for the CDC team; within a given timescale, which will include collating reports for referrals, reviews, assessments, clinics and other relevant correspondence.
- book appointments and rooms for statutory health assessments and diagnostic assessments liaising with relevant consultants as required to ensure statutory timescales are met, sending out relevant invites to child and family, parent/carer, social worker and relevant health professionals as required .
- Collection and distribution of completed paperwork to the relevant personal in a timely manner as required
- Receive, manage and prioritise telephone and personal enquires, complaints, messages and information from patients, relatives, General Practitioners, Consultants and other medical staff and external organisations on behalf of Consultant and clinical team. . At all times be helpful, patient and sensitive with parents, carers and relations of the children
- Deal with enquiries which may be of a sensitive nature, referring to medical staff or other Healthcare Professionals where appropriate. When responding to enquires, ensure that relevant guidelines or protocols are followed.
- Prepare and circulate agenda including any relevant reports or information for regular meetings. Take and produce and distribute minutes and any attachments as required.
- Manage the availability of medical records utilising tracking systems and the filing of documentation. Ensure all reports are seen and signed by Clinician prior to filing in case-notes.
- Establish and maintain efficient office systems, including filing systems and maintain a booking out and/or booking in system for case-notes.
- Maintain confidentiality at all times, ensuring that information is only divulged to authorised sources and by appropriate means.
- Input data into excel, patient administration system (PAS) and other relevant software programmes, which may be Trust-wide or specialty-specific (e.g. QB testing, Ice, CAMIS, Comp scope, etc.)
- Requisitioning and receiving of stock such as stationery, equipment and other supplies according to service need.

- Responsible for safe use of, and basic maintenance of all setting equipment. Plus organising of relevant IT equipment for team meetings.

COMMUNICATION

- Communicates effectively with Parents, CDC staff and other multi-disciplinary services to contribute to the smooth running of the service
- Provide and receive sensitive information from professionals and act accordingly. Ensure that providing sensitive information is delivered in a professional and caring manner. To seek support where identified
- Ensure that clinics/ lists are cancelled where necessary, and the relevant personnel are notified in respect of the Consultant's or other health staff absence. May be required to inform appropriate personnel of cover arrangements for Consultant or other medical staff.
- May be required to take and transcribe minutes of clinical or non-clinical meetings at the request of Consultant or Departmental Manager.
- Co-ordinate arrangements for relevant clinical meetings, liaising with appropriate disciplines, ensuring that case-notes for discussion are available and that appropriate agendas or case summaries are prepared, produced and circulated as necessary.
- Manage and prioritise enquiries, complaints, messages and information from parents, health and education and any other services involved with the centre
- Distribute and/or duplicate appropriate information using photocopier or e-mail.
- Promote professional working relationships with parents, colleagues and the multidisciplinary team involved with the children and families accessing the service.
- Provide and receive highly sensitive information from professionals and act accordingly. Ensure that providing sensitive information is delivered in a professional and caring manner. To seek support where identified.
- To liaise with children's families and ensuring where English is not the first language then alternate and reliable sources are utilised to ensure the information is adequately delivered.
- Ensuring all documentation is contemporaneous in keeping with ELHT's record keeping policy.
- Input into regular team meetings and CNP performance meetings as required providing any relevant feedback to staff in the department.

TRAINING AND DEVELOPMENT

- Participate in the appraisal process alongside facilitating these for self and others with linking in with skills relating to the Knowledge and Skills Framework.

- To take personal responsibility for own professional growth, maintaining knowledge and skills relevant to qualification and role.
- To be compliant with completion of all mandatory and identified role specific skills.
- To share relevant skills and knowledge to other colleagues, professionals and students to ensure best practice is adopted.

ORGANISATIONAL RESPONSIBILITIES

- Be involved in clinical audit to contribute to practice development and quality improvements.
- Regularly gain feedback from service users to evaluate and further improve on services offered.
- Be receptive of, and participate in new methods of working and any research, trails or pilot studies for improvement of the service.
- Be proactive and supportive in the development of service and report to senior colleagues within the team any ideas for service improvement.
- To report any risks identified, as soon as possible.
- Provide a safe, personal and effective environment for staff, children and visitors.
- To comply with service specific risk assessments and ELHT policy.
- Responsible for safe use of, and basic maintenance of office equipment/machinery.
- May be required to arrange for repair/servicing of office equipment and machinery as necessary
- Ensure Departmental security is maintained

PROFESSIONAL RESPONSIBILITIES

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

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 East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be widely recognised for providing safe, personal and effective care*":-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION

Band 3 Administrator Community Neurodevelopmental Paediatrics

Knowledge, Experience and Training required for the Post	Essential at Recruitment √	Desirable/Developed within the Role √	Measured By A – Application I – Interview P – Presentation T - Test
Qualifications	<ul style="list-style-type: none"> • GCSE English at Grade 'C' or above or equivalent level of skill • RSA/OCR II Typewriting or RSA/OCR Audio Typewriting Stage II • Computer literate (use of Microsoft packages) 	<ul style="list-style-type: none"> • ECDL or equivalent IT qualification (use of Microsoft packages, particularly Word and excel) 	A and I
Experience	<ul style="list-style-type: none"> • 12 months administration/secretarial experience • Ability to understand, absorb and comply with detailed procedures 	<ul style="list-style-type: none"> • Experience of booking and coordinating clinic capacity 	A and I
Knowledge and Skills	<ul style="list-style-type: none"> • Working knowledge of word and excel. • Experience using the hospital's Patient Admission System (PAS) • Data entry experience • Good organisational skills 	<ul style="list-style-type: none"> • Knowledge of medical terminology 	A and I
Personal Attributes	<ul style="list-style-type: none"> • Proven communication skills • Effective listening skills • Ability to adapt to changing needs of service • Ability to work as part of a team and be supportive to other team members 		A and I

	<ul style="list-style-type: none"> • Proven ability to manage priorities under pressure • Proven ability to use own initiative and work without close supervision • Willingness and enthusiasm to develop own and others knowledge, skills and ability • Demonstrate ability in dealing sympathetically and sensibly with people • Good organisational skills – manage /priorities own workload 		
Other	<ul style="list-style-type: none"> • Access to public/own transport as to meet the needs of the service there may be a need for travel across ELHT sites 		A

EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
medical records handling	Frequent daily	To transfer from filing cabinet to desk/meeting/clinic using trolley	Basic Medical Record weight	N/a
Use of keyboard for word processing/data input	Frequent - daily	Throughout the day		Wrist rests as required

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
No			

MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Data inputting	Daily frequently	4-5 hours
Basis clerical responsibilities (see main duties)	Daily	2-3 hours
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Changing of service need vs capacity Data inputting	Frequently	

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Taking phone call messages that might be anxious or upset parents/carers (just take message in absence of colleague to call back)	Direct	1-5 times per week – most times clinician available to take phone call immediately.
Face to face with an upset care giver		Occasionally

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?
No	