

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Title:	Hertfordshire Pediatric Liaison Team Administrator
Band:	Band 4
Responsible to:	CAMHS Service Line Lead
Accountable to:	CAMHS Community Manager
Base:	15 Forest Lane Kingsley Green, Watford Hospital, Lister Hospital
Hours:	37.5 Hours

Job Summary:

To provide comprehensive, professional and effective administrative support to the newly established Hertfordshire Pediatric Liaison Team. The post holder must display a considerable degree of initiative, possess mature judgement and maintain a calm, friendly and efficient manner when dealing with staff, service users, colleagues and visitors.

The post holder will be highly proficient in using information and communication systems and technology, with a willingness and aptitude to develop this expertise.

The post holder will be required to work independently using initiative, and applying a high degree of confidentiality to all of their work, whilst ensuring clear communication with the service and teams, and team secretary colleagues. You will be expected to undertake non-routine duties without direct supervision, working within and to broad procedural guidelines.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Job Responsibilities:

- To provide a full administration service to the Hertfordshire Pediatric Liaison Team, including typing reports, appointment letters and other clinical communications.
- Responsible for ensuring all communication is accurately and appropriately undertaken using methods and terminology appropriate to the needs of the service and teams.
- To be highly skilled and experienced in the full range of organisational and administrative work practices, software programmes, and specialised functional terms.

- To be highly proficient and expert in Trust ICT systems, advising and guiding others in team, supporting new users and instructing them as necessary.
- To use proficient internet skills to access, search and retrieve data relevant to team.
- To use modern technology and Trust ICT systems to support the administrative tasks as necessary in daily work
- To use knowledge, and experience to meet the needs of the teams by completing non-routine tasks on a daily basis
- To update skills as necessary and attend mandatory training
- To work unsupervised, on a daily basis, prioritising own workload, using initiative as to what is routine and what is urgent.
- To use agreed guidelines/procedures and developed knowledge/skills/qualifications when working autonomously and managing own work.
- To participate in yearly appraisals with line manager

Working Relationships and Communication Requirements of the Job

Working relationships

- To work closely with and support the Hertfordshire Pediatric Liaison Team, ensuring the work of the Team Administrator is aligned with the Team's priorities
- To work closely with the other administrative staff within the service to ensure that administrative support is provided across the service
- To use a range of information technology and communication skills to develop effective relationships with managers, teams and colleagues; facilitating effective and timely communication.

Communication requirements

- To exchange confidential, sensitive information with staff, and where required, service users and carers, in person or on the telephone.
- To utilise excellent communication skills, such as listening, re-assuring, and understanding, when dealing with issues, concerns and complaints.
- To be experienced with a range of communication methods including written, oral, telephone, and use of software.
- To use effective communication in dealing with staff, external organisations, and service users where there may be barriers to effective communication.

Clinical Responsibility

- To be the first point of call for the Team, using developed communication skills and liaising with others to ensure the needs of the service are dealt with appropriately

Leadership and Staff Management Responsibility

- To be responsible for the training and development of students/trainees and temporary staff or equivalent others.

Financial responsibility

- To coordinate with the appropriate staff for order non-stock requisitions, researching equipment/products if necessary
- To coordinate stationary requests for the team
- To coordinate requests for maintaining equipment and reporting faults with the appropriate staff
- To ensure that agency bookings are entered onto the ERoster system for financial oversight

Service Development and Improvement

- To take the lead in deciding and implementing relevant changes to own work area
- To propose changes to working practices for own work area and negotiate with others where other work areas are affected.
- To assist the Team in research and development activities such as audit
- To undertake surveys/audits of own work area as necessary
- To be aware of Trust targets and implement in own work area as necessary

Analytical and Judgemental Skills

- The post holder will use their own judgement to find solutions to staff requests/needs through the use of analytical and problems solving skills.
- To support the needs of the service in producing and analysing information for reports and quality data validation process

Planning and Organisational Skills

- To manage and organise own time and work efficiently and adhere to deadlines to enable the smooth running of the service and team
- To develop, maintain and update shared electronic filing systems within the service as necessary.
- To arrange meetings, compile agendas and take formal minutes where required for the team
- To deal with all enquiries, exercising initiative with regard to necessary action, using sensitivity and tact.
- Ensuring all messages are relayed as quickly as possible to the relevant person within the service
- To set up meetings, send out electronic invitations, book rooms and take notes, as required for the team.
- Handling queries from colleagues and others connected with the service.
- Be aware of and able to make adjustments to plans at short notice.
- Set up data/information systems, keeping them up to date and storing information correctly and safely.

Physical Working Conditions and Environment

- The post holder will need to spend long periods of time within an office environment sitting in a restricted position at VDU and keyboard computer
- To have the ability to deal with upsetting information given or detailed in

reports needed to be typed, e.g. abuse, cruelty etc.

- To personally manage the effect of upsetting information given by service users or people in a distressed or challenging state
- To be able to drive across to different bases in Hertfordshire County as required.
- To concentrate on completing tasks during periods of frequent interruption from telephone calls and differing demands and switching attention
- To manage deadlines with unpredictable work patterns.

Information Resources

- Responsible for accurate creation, processing and updating of Trust IT systems in line with Trust policies and requirements of the service
- Responsible for data quality in own work area and encouraging others to do so
- Health & safety
- Security of premises i.e. closing windows; visitors to building.

Additional Information: Knowledge

and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

Approved outlines are available on the HPT e-ksf local library

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider

for everyone we work with.

- We are **welcoming** so you feel valued as an individual
- We are **kind** so you can feel cared for
- We are **positive** so you can feel supported and included
- We are **respectful** so you can feel listened to and heard
- We are **professional** so you can feel safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The postholder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and

Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

