

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Title:	CAMHS ADHD Administrator
Band:	3
Directorate:	East and North Business unit
Responsible to:	Senior Administrator
Accountable to:	CAMHS Community Manager
Base:	15 Forest Lane, Radlett

Job Summary:

The post holder will work as part of the multi disciplinary team and will provide a confidential administrative service to the Clinical Team.

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

Organisational Chart:

The Child & Family Clinic offer help to all children and young people of school age, and their families where appropriate, who may be experiencing mental health difficulties in the context of emotional, psychological or behavioural problems.

Job Responsibilities:

To work closely with the Senior administrator to provide comprehensive administrative service to the Clinic Team including copy and audio typing

To receive and welcome visitors to the Clinic, including children, young people and their families who have been referred to our service, other professionals

To receive and process telephone enquiries and fax messages on behalf of the Clinic Team.

To input patient information onto the Trust electronic patient records, for which training will be given.

To type minutes and confidential reports and circulate as required.

To arrange appointments for the Clinic Team as necessary, maintaining the Clinic diary.

To maintain the Units filing systems, filing and retrieving records as required.

To assist with the collection of statistical data as required.

To maintain the archive system for patients and staff.

To provide annual leave cover for the Senior administrator when required.

Working Relationships and Communication Requirements of the Job

Working relationships

The post holder will work as a member of an administration team within a multi disciplinary CAMHS team. In addition to key working relationships with the CAMHS team, there will be liaison with single point of access, patients, GP's, social services, hospital staff, School nurses and Health Visitors, Solicitors and other CAMH Services within the county.

Communication requirements

The post holder will be expected to communicate, sensitive information about children and young people and their families within our own Trust and with consent to external organisations

Communication will take the form of both written and verbal

Planning and Organisational Skills

The post holder will be expected to manage an allocated workload and use their own initiative to prioritise work

Physical Working Conditions and Environment

The post holder will be based in an administrative office within a clinical environment and will have regular contact with clinical staff and the children young people and families they see. They may be exposed to hearing about difficult life events

Information Resources

The post holder will work closely with other secretarial and administrative staff and at all times working to a high level of confidentiality

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.

PERSON SPECIFICATION

Job Title: CAMHS Clinic Administrator

Department: CAMHS

Date last reviewed:

CRITERIA	ESSENTIAL	DESIRABLE
KNOWLEDGE, TRAINING AND EXPERIENCE:		
Advanced IT skills	X	
RSA III/NVQ 3 or equivalent.	X	
Trained and experienced at intermediate level in a range of software packages	X	
Good standard of English & Numerate	X	
ECDL qualification	X	
Advanced secretarial skills such as audio and voice recognition software	X	
At least 2/3 years experience in a secretarial environment	X	
Proficient knowledge of electronic patient record		X
Experience in healthcare setting		X
Knowledge of healthcare terms used in their day to day working		X

ANALYTICAL SKILLS Problem solving, decision making and analytical skills. Ability to analyse data and compile information for reports	X	
	X	
DIVERSITY To show respect and empathise with patients To treat people with dignity	X	
	X	
PHYSICAL SKILLS Advanced keyboard skills; experience and training to produce accurate typing at fast speeds to RSA III/NVQ 3 level	X	
PHYSICAL EFFORT Frequently sitting in a restricted position for substantial periods of time	X	
MENTAL EFFORT Good levels of sustained concentration Ability to deal with frequent interruptions and unpredictable pattern of work Ability to cope with multiple tasks, tight deadlines and competing demands Ability to deal with patients who may present with challenging behaviour	X	
	X	
	X	
	X	
EMOTIONAL EFFORT Ability and experience of dealing with distressing information and people in mental distress Emotional maturity and skills to manage stress	X	
	X	

GENERAL		
Punctual	X	

NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW

Our  values
Welcoming Kind Positive Respectful Professional

