

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION FORMAT

Job Title:	Single Point of Access and Patient Flow Service – Senior Administrator
Grade/Band:	4
Department:	CAMHS - East & North Herts Strategic Business Unit
Responsible to:	Single Point of Access and Patient Flow Service – Administrative Manager
Accountable to:	Single Point of Access and Patient Flow Service Manager
Base:	Forest House, Radlett

Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to



Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk, Buckinghamshire and Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

About Provider Collaboratives

As detailed in the NHS Mental Health Implementation Plan, an NHS-Led Provider Collaborative is a group of providers of specialised mental health, learning disability and autism services who have agreed to work together to improve the care pathway for their local population. They will do this by taking responsibility for the budget and pathway for their given population. To begin with, NHS-Led Provider Collaboratives will deliver:

- Children and Young People Mental Health inpatient services (CYPMHS)
- Adult Low and Medium Secure Services for Mental Health and Learning Difficulties and Autism
- Adult Eating Disorder Services.

The East of England Provider Collaborative (EOEPC) is made up of the following healthcare providers:

- Cambridgeshire & Peterborough NHS Foundation Trust
- Central & North West London NHS Foundation Trust
- East London NHS Foundation Trust
- Essex Partnership University NHS Foundation Trust
- **Hertfordshire Partnership University NHS Foundation Trust**
- Norfolk & Suffolk NHS Foundation Trust

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

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...	you feel...
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ 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

Job Summary:

To support the East of England Provider Collaborative establish and maintain the systems that will enable all partners to have ongoing oversight and management of bed usage across the region and out of area.

To deliver a high quality service working with service users and staff to ensure

practices that respond effectively to both individual and service need.

The post holder will lead in the provision of a comprehensive, professional, effective administrative service to the Single Point of Access and Patient Flow Team. The post holder is the first point of reference and as such must display a considerable degree of initiative, possess mature judgement and maintain a calm, friendly and efficient manner when dealing with all who come in contact with the team including service users, their relatives, colleagues and visitors.

The post holder will be required to work independently using initiative, and applying a high degree of confidentiality to all of their work. To undertake non-routine duties without direct supervision, working within broad procedural guidelines. The post is managed rather than supervised.

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

Key Relationships:

- HPFT CAMHS T4 Clinical Lead
- HPFT CAMHS Service Line Leads
- HPFT Senior Finance Managers
- HPFT Contract Manager
- Regional Inpatient Unit Managers and Clinical Leads
- NHSEI Case Managers
- EoE Provider Collaborative Transformation and Commissioning Team

Duties and Responsibilities:

- To follow administrative procedures and maintain systems where appropriate for the Single Point of Access and Patient Flow Service.
- To record all regional and out of area referrals received through the Single Point of Access on the spreadsheet (or other IT alternative) and to track progress through approval process.
- To ensure the regional bed capacity management system remains updated to provide a "live" status of bed availability across the region.
- To receive and record daily sit rep updates from the regional units and NHSE Case Managers, this may include contacting the units directly.
- To contribute to the production of Bed Capacity Sit Rep, Out of Area Placement report and Waiting List report and to circulate to locality contacts across the region.
- To liaise with inpatient units in and out of region regarding bed availability, and as required, patient status and discharge arrangements.
- To search for an appropriate bed where an inpatient admission is required.

Clinical Responsibility

- To coordinate local and central clinical gatekeeping process with MDT colleagues.

- To coordinate the local clinical lead rota across the region and to provide administrative support as required to the daily/weekly meetings.
- To coordinate the Bed Management/Complex Case Panel meetings and to provide administrative support as required.
- To ensure that up to date written and electronic records and activity data are maintained in accordance with Trust standards.

Leadership and Staff Management Responsibility

- To, where relevant, supervise, support and manage Band 3 administrative staff in the team, including undertaking appraisals as well as monthly supervision.
- To keep administrative Staff supervision/personal files up-to-date.

Financial Responsibility

- To support the provision of regular accurate bed occupancy information to the HPFT finance Team and EoE Transformation and Commissioning Team to support the invoicing process and monitoring of spend.

Communications

- To use a range of communication skills to develop effective relationships with managers, teams and colleagues; facilitating effective and timely communication.
- To contribute to the provision of clear and concise written and verbal reports relating to regional bed availability and usage for the provider collaborative. This will involve the need to present in a clear and understandable format.
- To be point of contact to keep referrers informed of progress with their referral, and to provide communication of outcome of decision making process.
- To ensure all required information is included on each referral, liaising with referrers to obtain any missing information.
- To use developed communication skills with people who may have difficulty understanding, and at times to give disappointing information to colleagues, partners from other agencies and service users e.g. cancelling appointments.
- To exchange confidential, sensitive information with staff, service users and carers, in person or on the telephone. The unpredictability of service users means that persuasive, re-assuring, empathic, counselling skills are required at all times.
- To work closely with the regional colleagues, ensuring validity of data and developing accurate bed management reports.
- To be experienced with a range of communication methods including telephone, fax, intranet, e-mail and scanner.

Service Development and Improvement

- To contribute to the monitoring of performance of the provider collaborative against all KPIs and assist with the identification of areas for improvement and remedial action.
- To assist with the introduction of new KPIs within the collaborative, including implementation of systems for monitoring compliance and reporting.
- To support the Patient Flow Team in monitoring the effectiveness of systems and processes by methods such as focus groups, audit and surveys.

Analytical and Judgment Skills:

- To identify potential breaches of performance indicators and inform the Service Manager
- The post holder will use their own judgement to find solutions to staff requests/needs through the use of analytical and problems solving skills. The post holder highlight through the appropriate channels when demands become too great and work with the team to find solutions.
- To identify data quality issues and to work with the TACT and operational services to find and implement solutions.

Planning and Organisational Skills:

- To complete all service related Information Returns associated with the team meeting the necessary deadlines
- To prioritise own workload according to importance and urgency of tasks.
- To arrange meetings, compile agendas and take formal minutes
- To ensure the timely distribution of minutes taken, chase actions, outputs and outcomes from all the meetings administered.
- To manage and prioritise incoming mail
- The post holder will be expected to establish and maintain effective bring forward filing systems
- To deal with all enquiries, exercising initiative with regard to necessary action, using sensitivity and tact.
- Keep data/information systems up to date and stores information correctly and safely
- Provide ad-hoc administrative support to the wider teams as and when required.

Physical Working Conditions and Environment:

- To work within the team base, unit or community setting as appropriate
- 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

- Travel to all existing and potential sites within HPFT

Information Resources

- To ensure that up to date written and electronic records are maintained in accordance with Professional and Trust standards.
- To use appropriate software and equipment to create a variety of documents to meet the diverse needs of the teams.
- To be responsible for a number of data bases and filing systems,
- To be responsible for the accurate storage and retrieval of information according to the Data Protection Act 1984 and Freedom of Information Act 2000 and archiving where possible.
- To store/file as necessary all formal minutes.

Additional Information:

The following statement forms part of all job descriptions:-

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.

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 access, provision, opportunity and outcomes.

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. As a result 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 all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. 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 post holder 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.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and

other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

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: Senior Administrator Band 4

Department: CAMHS T4 Services – Single Point of Access and Patient Flow Service

Date last reviewed: 1 April 2021

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS/EDUCATION/TRAINING Excellent numeracy and written and spoken use of the English language RSA 111/NVQ 3 or equivalent qualification	A A	
PREVIOUS EXPERIENCE Experience working within an administrative role taking on some senior responsibilities, ideally in a mental health or NHS setting Evidence of the ability to organise and plan complex events such as training sessions, committee and groups Advanced secretarial skills such as audio typing, minute taking or shorthand Advanced to Intermediate level in a range of software packages; Word, Excel, PowerPoint, Microsoft Outlook and Internet research skills Evidence of the ability to organise and plan complex events such as training sessions, committee and groups Experience of transcribing formal minutes of meetings Experience with managing more than one person's diary and conflicting schedules The ability to organise and prioritise own workload within any specified guidelines where guidance is not readily available	A/I A/I A/I/T A/I A/I/T A/I A/I A/I	

Proficient in diary management co-ordinating appointments to ensure best use of the team's time	A/I	
Capacity to follow complex procedures e.g. processing referrals and monitoring statistics	A/I	
Experience handling confidential information	A/I	
Knowledge of terms used by Mental Health in their day to day working	A/I	
Experience of supervising and training others	A/I	
Independent / lone working and team working skills	A/I	
Experiencing of adapting to change and managing work in a changing environment	A/I	
Experience of ability to be flexible and show initiative, sensitivity and enthusiasm to work	A/I	
SKILLS/KNOWLEDGE/ABILITY	A/I/T	A/I/T
As per KSF outline		
COMMUNICATION SKILLS		
Proven skills and experience establishing effective working relationships with colleagues	A/I	
Excellent verbal and written communication and presentation skills	A/I	
Excellent interpersonal skills and ability to communicate effectively with people internal and external to the organisation	A/I	
Experienced in dealing with people in distress in a calm and confident manner, using de-escalation skills where appropriate	A/I	
ANALYTICAL SKILLS		
Problem solving, decision making and analytical skills	A/I	
Ability to maintain accurate records of all referrals and patient details, discharging patients and notifying all professionals and agencies involved	A/I	
PHYSICAL SKILLS		
IT skills	A/I	
Advanced keyboard skills, experience and training to produce accurate typing at fast speeds to RSA 111/NVQ 3 level	A/I	
Car driver (Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving)	A/I	
PHYSICAL EFFORT		
Light physical effort, for example lifting IT equipment, driving across the Eastern Region.	A/I	
Frequently sitting in a restricted position for	A/I	

substantial periods of time MENTAL EFFORT Regular requirement for sustained levels of concentration Ability to deal with frequent interruptions and unpredictable patterns of work EMOTIONAL EFFORT Regular requirement to deal with distressing or emotionally charged situations.	A/I A/I A/I	
ADDITIONAL INFORMATION Values/Motivational/Personal Qualities/Diversity <ul style="list-style-type: none"> • Welcoming • Kind • Positive • Respectful 	A/I/T	A/I/T

A- Application Form

I – Interview

T – Test

