

## Job Description

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<b>Job Title</b>	Receptionist/Admin Clerk
<b>Salary Band</b>	Band 2
<b>Division/Service Line</b>	Mental Health Inpatient
<b>Department</b>	Child and Adolescent Mental Health Service (CAMHS) Inpatient Unit

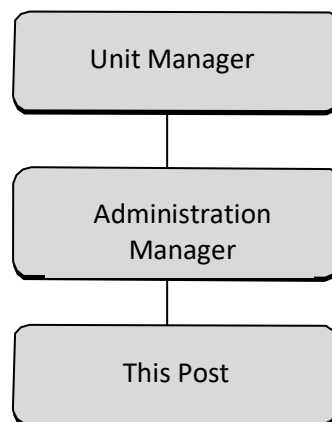
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### Job Overview

To provide an efficient front of house reception service and admin clerk role in Sowenna (CAMHS Inpatient Unit). To be an integral part of the team assisting in the smooth running of administrative office providing efficient administrative support in the provision of mental health inpatient services.

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### Organisational Chart



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## Duties and Responsibilities

### *Communication and Working Relationships*

- Meet and greet visitors to the building
- Take telephone calls, directing appropriately or taking accurate messages
- Working as part of a team
- Being able to work alone
- Administrative support to the Ward, Managers & hospital support teams
- To liaise and maintain collaborative working relationships with other departments and professionals.

### *Administrative*

- Use RiO, the Trust's electronic health record system. This will include checking data for accuracy and to ensure it is recorded and synchronised correctly, scanning and uploading clinical information as required
- To ensure up to date information is displayed and available for patients and visitors.
- To accurately input and retrieve information from the Trust's computerised Information Systems.
- To undertake typing duties as required.
- To ensure external and internal mail is processed efficiently
- Processing patient paperwork from the wards
- Scanning and uploading information to patient records
- Visiting the wards to carry out admin duties such as filing and paperwork replenishment
- Be a point of contact for bookings of rooms and the pool car etc
- Clerking in and out patient valuables and money
- To provide cover for other administration colleagues within the wider team as necessary, e.g. attend meetings, take and transcribe minutes, follow through actions noted and disseminate information as required and where necessary
- To be responsible for maintaining the confidentiality and security of client data in accordance with Trust policy
- To comply with Trust policies and procedures
- Any other duties commensurate with the post

### *IT Systems and Processes*

- Use of RiO (Patient records)
- Use of NHS mail (email system)
- Use of Microsoft Office programs

## **Additional Information**

### *Code of Conduct*

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

### *Confidentiality and Data Protection Act*

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

### *Safeguarding Children and Vulnerable Adults*

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

### *Personal Development*

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

### *Risk Management and Health and Safety*

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

### *Infection Prevention and Control*

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

### *Location/Mobility*

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

### *Equal Opportunities*

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

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### *Review of the Job Description*

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

### *Rehabilitation of Offenders Act*

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

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**The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.**

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## Person Specification

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<b>Department</b>	Child and Adolescent Mental Health Service (CAMHS) Inpatient Unit

Role Requirement	Essential	Desirable
<i>Education / Qualifications</i>		
Gained a GCSE (or equivalent) grade C or above in Maths and English	✓	
NVQ level 2 in administration or equivalent qualification / experience	✓	
RSA II Typing / word processing CLAIT level 2 or equivalent experience		✓
<i>Experience</i>		
Administration experience within a busy office environment	✓	
Proven use of Microsoft Office (Word, Excel, PowerPoint)	✓	
Experience in the use of email and internet	✓	
Previous NHS experience		✓
<i>Skills and Aptitude</i>		
Good written and verbal communication skills	✓	
Able to work in a pressured work setting	✓	
<i>Knowledge and Abilities</i>		
Have excellent Word processing and understanding of Microsoft Office programs	✓	
Have excellent communication skills	✓	
Accurate and concise information gathering	✓	
Strong communication and interpersonal skills with the ability to work with people, being professional, approachable, assertive, courteous, tactful and diplomatic.	✓	
Have good organisational skills and have the ability to prioritise workload	✓	
Have the ability to work as part of a team as well as under own initiative	✓	

Have knowledge of RiO		✓
<i>Personal Qualities</i>		
Be approachable and motivated	✓	
Have the ability to relate tactfully and empathise with patients, professionals and members of the general public	✓	
Have the ability to concentrate in a busy environment with frequent interruptions	✓	
Flexible with working duties	✓	
<i>Other</i>		
Demonstrates evidence of Trust "CARE" values	✓	
Ability to travel independently where required	✓	
Disclosure and Barring Service check satisfactory to the Trust	✓	
Occupational health clearance satisfactory to the Trust	✓	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		

