

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Neurodevelopmental Team Administrator
Band:	3
Directorate:	Families Directorate
Department:	Community Families
Base:	Community Families Hub, East Reach, Taunton
Responsible to:	CYP Neurodevelopmental Service Lead
Accountable to:	CYP Neurodevelopmental Service Lead

Job Purpose:

The Child Neurodevelopmental Service is a newly established and developing team working across the beautiful County of Somerset.

We are looking for an enthusiastic administrator/administrative support to work within our friendly multidisciplinary team. You would be expected to organise your own workload and work closely with other Band 3s within the Community Families service. You would be expected to work within the Trust values and core standards to maintain an excellent patient experience at all times.

Duties and Responsibilities

Communication and Key Working Relationships

- Communicate with patients, colleagues, internal and external contacts in a courteous, professional and timely manner at all times by various methods, i.e. telephone, written, face to face
- Ability to communicate well even when dealing with distressing and complex information.
- Deal with day to day correspondence, initiating appropriate responses in order to provide patients, staff and other parties with required information in a friendly and professional manner
- Receive telephone calls, accepting messages on behalf of members of the specialty team, taking appropriate action where necessary
- To ensure that telephone calls are dealt with promptly and appropriately in a professional and efficient manner.
- Liaise with appropriate personnel in the multidisciplinary teams to gather and co-ordinate patient information so this is accessible in a timely manner.
- Participate in team and Trust meetings as required.
- Assist with mentorship, training and induction of admin assistants, apprentices, and newly appointed staff.
- Report any incidents by way of Trust Incident Reporting system.

Planning and Organisation

- Prioritise own work efficiently and effectively, working within the Team to ensure Trust targets for all administrative duties are met, highlighting any issues.
- Liaise with other Team Administrators to ensure fair distribution of workload.
- Have knowledge of clinical activity to support the team to book clinical sessions and clinical space.
- Book all appointments in Rio calendar and outlook calendar.
- Receive correspondence related to patients. Prioritise urgent documents and bring to attention of clinician. When appropriate action has been taken, file in medical records ensuring the correct sequence of filing within the case notes before transferring records on Maxims, Epro and Rio.
- To undertake daily tracking, progress & collection of all relevant patient data
- Compile agendas, type and circulate minutes for Specialty Business and Audit Meetings.
- Take and transcribe minutes where necessary.

Responsibility for Patient / Client Care, Treatment & Therapy

- Respond to patients queries in a timely fashion.
- Monitor and ensure the timely arrival of patient information to the appropriate destination to facilitate prompt patient care, highlighting potential problems.
- Have knowledge of waiting lists and keep these up to date.
- Upload new referrals onto Rio
- Upload letters, emails and other correspondence onto Rio.

Policy, Service, Research & Development Responsibility

- Have relevant and up to date knowledge of the Trust's Access, RTT and Health Records Standards Policies. Be responsible for updating own knowledge as and when necessary.
- Ensure patient identifiable information given, received or held in any form is processed and protected in accordance with Trust Policy.
- Follow relevant Trust policies.
- Follow Trust guidelines for secretarial and clerical services.
- Be involved, feedback and comment on quality improvement proposals/changes.

Responsibility for Finance, Equipment & Other Resources

- Take ownership of equipment supplied to enable job role to be fulfilled.
- Placing order for clinical tools and assessment proformas as directed by the service managerial and clinical leads.

Responsibility for Supervision, Leadership & Management

- Provide cross cover for colleagues during periods of absence, acting up and down when required.
- Support with welcoming, inducting, training, mentoring of new staff into the team as required – including those helping the team on a short term basis.
- Work flexibly across the Trust as required.

Information Resources & Administrative Duties

- Type all forms of clinical correspondence as dictated by medical staff, by use of audio or copy typing. Produce copies for appropriate agencies, filing copies in correct sequence, ensuring follow-up arrangements are in place, listing outstanding investigations, tracing notes on the hospital database system. Store/forward medical records to appropriate departments. Design/type leaflets and forms.
- Maintain specialised databases: involves input, updating and retrieval of statistics (e.g. recording demand, caseload statistics, waiting lists, attendances). Provide data as required.
- Ensure completeness of all case notes.
- Process urgent referrals and arrange appropriate outpatient appointments. Update pending list when priority of patients' referral has changed.
- Add patients to waiting lists. Managing and processing incoming referrals to the service received by email and/or post. This will include acknowledging receipt, uploading documents to clinical record systems, registering clients and processing referrals on clinical record systems..
- Sending referral outcome letters from (MDT Triage). This will involve sending semi-templated letters informing clients/parents/carers whether their referral to the service has been accepted.
- To accurately record the outcome of clinical decisions made by the Consultant, as recorded in the medical notes as necessary.
- Requesting further information from school, parents and clients where necessary; Tracking and chasing outstanding information as and when required.

Any Other Specific Tasks Required

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- Please see any Specialty Job Guidelines for specific tasks

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

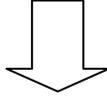
Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

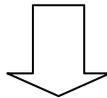
Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

ORGANISATIONAL CHART

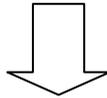
Operational Manager



Operational Support Manager



Administration Team Lead



Team Administrator – This post

Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<p><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></p> <ul style="list-style-type: none"> • Outstanding care • Listening and leading • Working together 	<p>E E E</p>	<p>Interview & Application form</p>
<p><u>QUALIFICATIONS & TRAINING</u></p> <ul style="list-style-type: none"> • Good standard of general education • Must be able to communicate in English Language, both written and verbally appropriate to the post • RSA/OCR III WP/Typing or equivalent • Diploma/Level 3 in Business Administration or equivalent • ECDL or equivalent 	<p>E E E E E</p>	<p>Application, interview and documentation</p>
<p><u>KNOWLEDGE</u></p> <ul style="list-style-type: none"> • Working knowledge of Microsoft office suite • Be confident in the use of EXCEL • Knowledge of medical terminology • Working knowledge of in house hospital systems • Knowledge of patient notes / retrieval and related tasks/medical records procedure • Knowledge of Department and Divisional Structure 	<p>E E E D D D</p>	<p>Application and interview</p>
<p><u>EXPERIENCE</u></p> <ul style="list-style-type: none"> • Previous NHS administration experience • Minimum of 2 years administrative experience • Word processing • Audio typing 	<p>D E E D</p>	<p>Application and interview</p>

<u>SKILLS & ABILITIES</u>		
COMMUNICATION SKILLS		
<ul style="list-style-type: none"> • Good communication skills on the telephone, via email, face to face and in written correspondence • Professional and responsible approach at all times 	E	Application and interview
	E	

PLANNING & ORGANISING SKILLS		
<ul style="list-style-type: none"> • Ability to multi task • Ability to organise own time • Ability to manage Consultant diary • Accurate and timely presentation of information • Ability to take steps to ensure the patient has a smooth pathway 	E	Application and interview
	E	
	E	
	E	
	E	
PHYSICAL SKILLS		
<ul style="list-style-type: none"> • Advanced keyboard skills • Able to cope in a busy working environment • Minute taking and transcribing (or be willing to undertake training) 	E	Application, interview and physical test
	E	
	D	
OTHER		
<ul style="list-style-type: none"> • Willingness to use technology to improve standards of care and support to our patients • Flexible approach to work • Demonstrate respect for confidentiality at all times • Proven experience of successfully working in team environment • Show initiative but also able to follow instruction as required 	E	Application and interview
	E	
	E	
	E	
	E	

BEHAVIOURS

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:

Trust Standard: Put Patients First

- view own actions from the perspective of the patient in everything you do
- put patient care at the centre of all you do
- do all you can to make each patient's experience better

Trust Standard: Our Staff Make the Difference

- be clear about your own and your team's responsibilities
- be willing and supportive of own and colleagues staff development
- recognise that everyone is different and treat them with dignity and respect
- recognise that everyone can make a difference □ look to learn and improve, not blame

Trust Standard: Lead and Listen

- ensure clear leadership exists for self and others
- ensure that there is clinical involvement in decision making
- encourage openness, honesty and feedback in self and others

Trust Standard: One Team

- recognise that best patient care comes from excellence becoming the standard
- work as part of a team to make for better care for patients and a better working environment
- work closely with colleagues, patients, healthcare partners and the community to deliver the best patient care

Trust Standard: Strive for the Best

- recognise that the best patient care depends on great teamwork with all the team members fully playing their part
- have the want to continuously improve
- be creative in flexibility and ideas for innovation
- add value and make the best use of resources

Help make the Care the Trust offers be the very Best

SUPPLIMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		N	
Working in physically cramped conditions		N	
Lifting weights, equipment or patients with mechanical aids		N	
Lifting or weights / equipment without mechanical aids	Y		Movement and transporting of medical records following Trust's manual handling policy and training. Use of trolley available - 10%
Moving patients without mechanical aids		N	
Making repetitive movements	Y		Keyboard use/touch typing following Trust's DSE policy and guidelines - 80%
Climbing or crawling		N	
Manipulating objects		N	
Manual digging		N	
Running		N	
Standing / sitting with limited scope for movements for long periods of time		N	
Kneeling, crouching, twisting, bending or stretching		N	
Standing / walking for substantial periods of time		N	
Heavy duty cleaning		N	
Pushing / pulling trolleys or similar	Y		Moving medical record loads over recommended lifting weight. Duration & frequency will vary with specialty, (as above maximum - 10%)
Working at heights		N	
Restraint i.e.: jobs requiring training / certification in physical interventions		N	

Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	Y		The post holder is required to maintain concentration throughout constant interruptions from staff, telephone calls, facsimile deliveries and emails, many of which require immediate attention. The role requires prolonged concentration throughout the day, the ability to engage in several tasks simultaneously and prioritisation of a workload that is constantly changing throughout the day - 80%
Carry out formal student / trainee assessments		N	
Carry out clinical / social care interventions		N	
Analyse statistics		N	
Operate equipment / machinery		N	
Give evidence in a court / tribunal / formal hearings		N	
Attend meetings (describe role)	Y		Team Briefs - Trust, Divisional, Specialty and Administration Review meetings. To partake in conversations, add ideas, receive information and instruction. 5%
Carry out screening tests / microscope work		N	
Prepare detailed reports		N	
Check documents	Y		Check clinical correspondence transcript for new staff in training or outsourced work. Varies from specialty to specialty.
Drive a vehicle		N	
Carry out calculations		N	
Carry out clinical diagnosis		N	
Carry out non-clinical fault finding		N	

Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (e.g. typing / transmitting) news of highly distressing events	Y		Enquiries/contact can be via telephone, correspondence, email or face to face, requiring a sensitive and patient manner. The post holder will require a high level of competence and confidence with a strict requirement to confidentiality. Content of information can often be of a distressing nature
Giving unwelcome news to patients / clients / carers / staff		N	
Caring for the terminally ill		N	

Dealing with difficult situations / circumstances		N	
Designated to provide emotional support to front line staff		N	
Communicating life changing events		N	
Dealing with people with challenging behaviour		N	
Arriving at the scene of a serious incident		N	

Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather		N	
Excessive temperatures		N	
Unpleasant smells or odours		N	
Noxious fumes		N	
Excessive noise &/or vibration		N	
Use of VDU more or less continuously	Y		Use of VDU equipment Word process for substantial portion of time
Unpleasant substances / non household waste		N	
Infectious Material / Foul linen		N	
Body fluids, faeces, vomit		N	
Dust / Dirt		N	
Humidity		N	
Contaminated equipment or work areas		N	
Driving / being driven in Normal situations		N	
Driving / being driven in Emergency situations		N	
Fleas or Lice		N	
Exposure to dangerous chemicals / substances in / not in containers		N	
Exposure to Aggressive Verbal behaviour		N	
Exposure to Aggressive Physical behaviour		N	

Department Core Purpose

To triage and assess children and young people with suspected Autism Spectrum Condition and/or Attention Deficit Hyperactivity Disorder.
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The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			