

JOB DESCRIPTION

Job title:	Administrator to the Healthy Child Programme
Grade:	3
Directorate:	Children and Specialist Services
Division:	Children
Service:	Healthy Child Programme

1. Job overview

To provide a comprehensive secretarial and administrative service to a HCP team including communicating with the public, dealing efficiently with correspondence without reference, typing and preparing reports from draft (to include child protection reports which may be of a sensitive nature) and regular inputting of client details onto the database.

2. Communication and working relationships

- a) Key working relationships will be with the HCP team lead, HCP team, administrators and other HCP teams, Community Child Health Information Service (CCHIS), clients
- b) The post holder will be party to confidential information and may need to discuss these issues with team members
- c) The post holder may on occasion be involved in difficult conversations with members of the public and other professionals

3. Main tasks

- a) To produce letters and correspondence often without reference and using own initiative using an electronic record system
- b) To prepare and type reports from draft documents – these will include child protection reports of a sensitive and/or distressing nature
- c) To take minutes or notes of meetings, transcribe and distribute as necessary
- d) To produce materials used in group presentations or for distribution to clients as requested and required.

- e) To assist the HCP team in the organisation of group activities including sending invitations and liaising with speakers as required
- f) To manage and prioritise workload on a daily basis and deal with the competing demands of the HCP team
- g) To manage efficient office systems, primarily SystemOne, and provide secretarial support to the HCP team / team lead
- h) To deal in a professional, helpful and sensitive manner with clients, staff and other professionals and agencies, by telephone or face to face
- i) To give or receive messages from staff and external agencies, which may be of a complex and sensitive nature
- j) To receive messages that may be of a challenging and sensitive nature. To ensure these are relayed to the appropriate individual
- k) To enter safeguarding information onto the Early Help system as required by the HCP practitioners
- l) To use appropriate databases, for instance the CCHIS and SystemOne for person tracing, searching for client NHS numbers, to obtain information about GP registration or to find correct client details.
- m) To use Microsoft applications as required and assist the team as necessary in their use of information technology.
- n) To share and cascade relevant written information to team members as required.
- o) To manage and maintain systems for the filing of client records, including processing of new registrations and despatch of client records (i.e. to other HCP teams, CCHIS, and archive storage).
- p) To maintain confidentiality at all times when dealing with sensitive Trust information.
- q) To participate in the Trust supervision and appraisal processes with a designated staff member
- r) To order and maintain stocks of stationery, equipment and resources for the team
- s) To open and distribute the mail (internal and external) as appropriate. To ensure that outgoing post is dealt with. To order and maintain stock of postage stamps and record use.

- b) The post holder must comply with all Trust information and data protection policies at all times. The work of a NHS Foundation Trust is of a confidential nature and any information gained by the post holder in their role must not be communicated to other persons except where required in the recognised course of duty.

9. Health, safety and wellbeing

- a) Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors and colleagues.

*For posts **without** line management or supervision responsibility:*

- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support and report stress and ill health as early as possible.

*For posts **with** line management or supervision responsibility:*

- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support, share with their team, and report stress and ill health as early as possible.

10. Equality, diversity and inclusion

- a) The Trust aims to grow inclusive teams in which you feel like you belong, we encourage a culture of learning from different points of view. We want to support you to be courageous and to overcome bias and challenge prejudice.
- b) We are a Level 3 Disability Confident Leader. We go the extra mile to make sure disabled people get a fair chance. As well as paid employment we offer work experience and apprenticeships for disabled people.

11. Use of technology

- a) The Trust is making increased use of computer technology. The majority of employees (both clinical and non-clinical) should expect to use automated information systems in their work in order to improve quality and coordination of services, and enable faster and more certain communication within the Trust. Necessary training will be provided.

12. No smoking policy

- a) SCFT operates a no-smoking policy, in line with government legislation. This applies to all staff, visitors and patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on Trust premises. This includes electronic cigarettes.
- b) Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

13. Professional registration

- a) All employees who are required to be a member of a professional body are required to hold relevant registration and must comply with the standards and guidelines of their professional practice, education and conduct and must act at all times within the boundary of the code of conduct.

14. Infection prevention and control

- a) Infection prevention and control is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of healthcare-associated infections (HCAI).

15. Safeguarding children, young people and vulnerable adults

- a) SCFT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

16. Quality

- a) Excellent care at the heart of the community is our Trust vision. To make sure our care meets this high standard all staff must ensure that the three themes of quality care are provided in every encounter they have with our patients. The three themes are safe care, effective care, and patient-centred care.
- b) All staff, clinical and non-clinical, are expected to ensure that quality is a key consideration in all we do. This includes reviewing practice and being open to feedback on our performance, being open and honest, and seeking to identify, resolve, and appropriately escalate issues and risks.

PERSON SPECIFICATION

This person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet, or have the potential to meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

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Criteria	Essential or desirable	Method of Assessment
Qualifications and/or Professional Registration		
Good standard of secondary education to GCSE level or equivalent with minimum grade C/level 4 for English and Maths	Essential	A
RSA 2 or equivalent knowledge gained through relevant experience	Essential	A
Computer related certificate or equivalent i.e. EDLC	Desirable	A
Experience		
Previous administrative experience	Essential	A
Experience of typing and producing business documents – e.g. letters and reports	Essential	A
Experience of use of electronic record systems ie RIO/SystemOne	Desirable	A
Experience of working in a health setting	Desirable	A
Experience of data inputting, databases Experience of stock control and of ordering supplies/equipment	Essential	A/I

Criteria	Essential or desirable	Method of Assessment
Experience of working with/dealing with the public	Essential	A
Experience of organising diaries and planning Meeting	Essential	A/I
Experience of using virtual contact platforms such as Teams or Zoom	Desirable	A/I
Skills and Knowledge		
Proficient using Outlook and email systems	Essential	A/I
Proficient using Microsoft Word, PowerPoint, and Excel	Essential	A/I
Ability to produce letters and reports to a professional standard	Essential	A/I
Good written and verbal communication skills	Essential	A/I
Ability to communicate effectively by telephone, email and face to face	Essential	A/I
Ability to follow through procedures on own initiative	Essential	A/I
Ability to be self-directed and work alone, to manage own workload and work to deadlines	Essential	A/I
Demonstrate good organisational skills, methodical approach and attention to detail	Essential	A/I
Time management, ability to prioritise and deal with unpredictable work pattern	Essential	A/I
Ability to take notes at meetings and transcribe	Essential	A/I
Ability to work as an effective team member	Essential	A/I
To be able to maintain confidentiality and deal with sensitive information	Essential	A/I
The willingness to attend training sessions in relation to new technology	Essential	A

Criteria	Essential or desirable	Method of Assessment
Ability to work flexibly to meet the needs of the service	Essential	A/I
Knowledge of work of a NHS Community Health Trust	Desirable	A/I
Other requirements		
Car driver with access to a car for work	Desirable	A/I
An understanding of the principle of equal opportunities in relation to staff and clients	Essential	A/I

A = Application I=Interview

Good luck with your application!

Author's name:	Carole Perry updated by Suzy Portway, Helen Newnham, Linda Starkie
Version number:	V4.2
Reason for change:	New template
Date:	01/06/2022
Job evaluation number:	

