#####

JOB DESCRIPTION

|  |  |  |
| --- | --- | --- |
| 1. JOB IDENTIFICATION
 | Job Title | Admin Assistant |
| Department(s)/Location | Dundee Community  |
| Number of job holders | 1 |
| JOB PURPOSETo support the Community Adult Services by providing a high standard of administrative and clericalservices ensuring the smooth running of the Service |
| ORGANISATIONAL POSITIONAdmin Service ManagerAdmin Team Leader/ **Admin Assistant (This Post)** |
| SCOPE AND RANGEDundee CHP is an operational unit within the Delivery Unit of NHS Tayside responsible for managing and delivering integrated primary and community care services. It is a separate management unit but an integral part of the Delivery Unit.To assist the Community Nursing Adult Servicesto provide health care services in the community. The post will be based within The Crescent; however, the post holder will be requested to cover duties on an ad hoc basis at Wallacetown Health Centre.To deliver administrative support to the Management and Nursing staff within the Community Nursing Adult Services.To ensure that all enquiries are dealt with efficiently to enhance the profile of the service.To work in partnership with colleagues from all disciplines, patients and their carers in developing and delivering patient focused services. |
| MAIN DUTIES/RESPONSIBILITIES* Provide a comprehensive administrative service using electronic and word processing equipment and photocopying service. This includes the use of Microsoft Excel, Word and Email system.
* Work to tight deadlines and prioritise workload.
* Type routine and non-routine correspondence, including email, letters, reports etc. under the direction of the Team Leaders.
* Compose and type correspondence which may be highly confidential and of a distressing nature.
* Internet/Intranet searches when required.
* Deal with routine telephone and personal enquiries providing a focal point for internal and external communications and ensuring that messages and information received are properly and efficiently relayed.
* Attend meetings and maintain paper and electronic diaries.
* Create and maintain paper and electronic patient files.
* Assist with the accurate maintenance of the departmental and central filing systems.
* Assist with the opening and distribution of incoming mail and the preparation and processing of outgoing mail.
* Assist with data input for payroll e.g. SSTS & Optima.
* To be the first point of contact for nursing staff, either by telephone or face to face, who have any queries with regard to payroll, travel expenses, annual leave, sickness absence and changes to contracts ensuring queries are dealt with or passed to the appropriate person/Manager.
* Maintain nursing staff’s personal file and database.
* Collation and input of data for recording and audit purposes using spreadsheets as required.
* Assist with routine and non-routine clerical duties including those allocated to support staff.
* To resolve, in the first instance, any problems with computers, printers, telephones within the Office, and thereafter reporting faults to the appropriate department.
* Prepare and distribute documentation for meetings as appropriate.
* Responsible for maintaining appropriate levels of equipment, stationery and health promotional literature, including ordering on a monthly basis to ensure adequate resources are available for staff.
* To participate in annual appraisals and the development of Personal Development Plans.
* Adhere to all local and NHS Tayside Health and Safety Policies and Procedures and be aware of their impact on others.
* Comply with all Data Protection and IT Security Policies and Procedures and are aware of their impact on others and be aware of the NHS Staff Governance Standards and ensure that duties undertaken comply with staff governance.
* To process new referrals to service, directing to correct specialty and arranging patients’ first appointments.
* To process discharges from our service for all specialties.
* Assist in the training and peer support for colleagues
* Assist with patient audits/feedback
* Access incoming telephone calls on Netcall, create/adjust/cancel patient appointments on Trakcare and Vision 360
* Arrange interpreter for patient appointments upon request

**INDUCTION STANDARDS**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers” 2009, and with the Code of Conduct for healthcare Support Workers. |
| COMMUNICATIONS AND RELATIONSHIPS* The postholder is required to establish and maintain effective communications and good working relationships with a wide range of personnel and agencies. These will include senior managers and line managers of all disciplines and professions across clinical teams in the Community Health Partnership, medical staff, regional and local representatives of staff organisation’s, the voluntary sector and local government departments
* There is a need for highly developed interpersonal and communication skills.
* Communications are written and oral, formal and informal.
* Tact and diplomacy are required when communicating in order to collaborate with supervisors and peers
 |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB* Educated to SVQ Level 3in Administration with minimum 2y relevant administrative/secretarial experience, preferably in an NHS setting, or equivalent **or**
* Previous administrative/secretarial experience in the NHS or similar working environment.
* Good communication and organisational skills.
* The ability to work without direct supervision and determine your own workload priorities is essential.
* Ability to work with no direct supervision.
* Pleasant and helpful telephone manners.
* Compassionate and patient focused values.
* Keyboard and computer skills are essential, including experience with Microsoft Word, Excel, NHSMail and Trakcare, MS Teams.
* An excellent level of literacy, numeracy and communication skills is essential.
* Knowledge of Microsoft Word, Excel and PowerPoint.
* Knowledge and understanding of Trakcare including Waiting List Manager
 |
| 1. SYSTEMS AND EQUIPMENT
* MS Word, Excel, PowerPoint, Trakcare and NHSMail, MS Teams, Learn-pro, Pecos, SSTS, Optima (prev Healthroster), Federated Vision 360 appointments, Netcall telephone system
* Printer/photocopier/scanner PC, laptop,
* Office filing systems/databases
* Access Service E-mail account
* Access Service shared folders
* Trakcare Waiting List Manager

**RESPONSIBILITY FOR RECORDS MANAGEMENT**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment.  |
| PHYSICAL DEMANDS OF THE JOBPhysical demands* Flexible working pattern to meet the needs of the service.
* 80% of work is computer based, therefore, sitting in a restricted position for this proportion of duties.
* The postholder is required on occasion to lift heavy loads, eg patients’ notes, boxes of stationery (approx. 10kg).

Mental demands* The postholder is required to work the majority of the time alone and without direct supervision.
* The work pattern is unpredictable depending on the demands of the service.
* Long periods of concentration
* The workload is subject to constant interruptions and requests for formal and informal advice are frequent by telephone and in person.

Emotional demands* The postholder will on occasion have initial contact with clients/relatives/staff who may be distressed or upset.

Environmental Demands* To ensure compliance with NHS Tayside operating policy the postholder is required to undertake relevant mandatory training modules on Learn-pro
 |
| DECISIONS AND JUDGEMENTSThe job is supervised by Admin Team Leader/Project Support Officer* Autonomous in the delegated task
* Typical decisions which the postholder makes in the course of the day are:
* Assessing and prioritising workload, written reports/letters/ filing etc
* Assessing and prioritising communications to and from clients and also face-to-face contacts.
 |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB* Ability to multi-task as demand requires ensuring workload is competed to appropriate standards and deadlines.
* Managing time effectively, prioritising work to meet demands.
* Assessing and prioritising contacts either by telephone or face-to-face.
 |