

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME**



JOB DESCRIPTION

1. JOB IDENTIFICATION
<p>Job Title: CAMHS Receptionist/Support Secretary</p> <p>Reports to: Administration Manager, Children's Services</p> <p>Department, Ward, or Section: Child & Adolescent Mental Health Services (CAMHS)</p> <p>Operational Unit / Corporate Department: Women & Child Directorate</p> <p>Job Code: SSWCHDRAIGADMI28</p> <p>No of Job Holders: 2</p> <p>Last Update: 27 April 2009</p>
2. JOB PURPOSE
<p>Attached to a team of Medical PA's the postholder is responsible for providing an efficient, high quality, timely and accurate secretarial service to CAMHS team in relation to typing of correspondence, retrieving, and preparing case medical records, creation of new records and recording of accurate data on the departments electronic systems and maintenance of the Single Point of Referral system. Providing reception duties by meeting and greeting visitors to the Phoenix Centre and administering the booking of rooms in the Centre.</p>
3. DIMENSIONS
<p>Over 2000 medical records stored in Inverness.</p> <p>The CAMHS team consists of Department of Child & Family Psychiatry, Clinical Child Psychology and Clinical Child Psychology Team (Learning Disabilities)</p>
4. ORGANISATIONAL POSITION
<p>See Attached chart.</p>
5. ROLE OF DEPARTMENT OR SECTION
<p>The Department of CAMHS team consists of a multi-disciplinary team comprising of Child & Family Psychiatry and Clinical Child Psychology & Child Psychology (Learning Disabilities) which provides a specialised contribution to the overall service for children and adolescents with mental health problems. In addition to direct work with children and families, a large proportion of work involves liaison with other agencies. Whilst the main base is at the Phoenix Centre based in Raigmore Hospital, the team members provide peripheral clinics in Highland.</p>

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Maintain relevant waiting lists for the Single Point of Referral for CAMHS services and processing urgent referrals by organising first clinical appointments.
- Opening new files as appropriate, filing of material in appropriate section within file and filing of any correspondence or relevant paperwork within existing files from outside agencies in relation to children, general, clinical, and departmental.
- Maintain and keep accurate patient record details.
- Maintaining relevant databases, retrieving data, and compiling reports/listings and producing statistical reports using Excel, Access & Excellicare to ensure accurate and timely statistical collection.
- To receive visitors to the Centre and assist with their enquiries.
- To oversee the room booking for the consulting space in the Centre.
- To provide cover as audio/typist within the department as required by departmental workload demands by typing of clinical correspondence and reports, waiting list letters and appointment letters, minutes and medical reports from audio tapes as allocated by CAMHS Medical PA's.
- Undertakes clinical filing for department and ensure patient's records are kept in a tidy condition and all loose filing is put away appropriately.
- Assist in preparing medical records in advance of clinics in accordance with departmental guidelines.
- Compiling PowerPoint presentations.
- The postholder provides administrative support to the CAMHS clinical team by distribution and filing of reports and correspondence, photocopying of information to be passed to all staff as instructed by Medical PA's.
- Deal with enquires from the public and a wide variety of agencies on a daily basis both face to face and on the telephone. To take telephone calls and deal with them in the most appropriate manner, assessing urgency and taking appropriate action.
- Open, sort, prioritise and distribute mail including results and reports, taking appropriate action e.g., directing/prioritising to assist in the efficiency of the service.
- Facilitating timely turn around of clinical reports.
- General admin duties – post, filing, photocopying etc. Maintain and order adequate stocks of stationary supplies for CAMHS team and process non-stock requisitions.
- Set up, implement, and develop office systems as instructed by Medical PA's.
- Update and distribute departmental protocols and guidelines e.g. professional listings and pathways
- Participate in the orientation, training, and supervision of new staff in departmental procedures and demonstrate systems.
- Retain departmental H&S folder and update as instructed by H&S advisors.
- Assist Medical PAs in times of annual leave, sickness and increased activity as requested by Medical PA's.

7. EQUIPMENT AND MACHINERY USED

- Telephone
- Word Processor – Windows XP, Excel 5, PowerPoint, Excellicare, Publisher and MS Access
- Computer
- Transcriber
- Photocopier
- Printer
- Fax
- Shredder

8. SYSTEMS

- Excel spreadsheets
- PAS system
- CHI system
- Office filing systems
- GroupWise/Outlook – to manage e-mails and electronic diaries
- Word Processor – Windows XP, Excel 5, PowerPoint, Publisher, and MS Access
- SCI Gateway
- CABS (electronic room booking system)
- Excellicare – electronic referral tracking system

9. ASSIGNMENT AND REVIEW OF WORK

Person allocating reviews secretarial work.

Take part and participation in 1:1 meetings and annual review of Personal Development Planning with Line Manager.

10. DECISIONS AND JUDGEMENTS

Necessary action to be carried out within predetermined external/internal policies and procedures eg booking rooms, ensure notes available in time for clinics etc.

Postholder works to set Departmental Protocols and with direction from PA's but is responsible for ensuring action is taken.

Postholder, against a background of changing requirements and workloads will be required to plan, organise, and prioritise work to ensure that deadlines are adhered to, whilst giving priority to urgent matters.

Where appropriate the postholder should use his/her own initiative to prioritise tasks and ensure the smooth running of the office - guidance is available from the Medical PA.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Minimal cover during annual/sick leave.
Volume of work and prioritisation of work.
Some material may be distressing.
Enquiries from anxious parents.
Changing needs/requirements due to evolving service.

12. COMMUNICATIONS AND RELATIONSHIPS

The postholder must be able to communicate effectively at all levels both internally and externally. He/she will be required to liaise closely with:

- Parents
- General Practitioners
- Consultants locally and Scotland-wide
- Schools
- NHS Trusts
- Health Boards
- Social Work Service staff
- Education Service staff
- Psychology/Psychiatry
- Therapists
- Members of staff

13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

PHYSICAL

- Moving/carrying heavy notes around
- Sitting for long periods of time whilst data entry, touch typing and answering phones

MENTAL

- Required to manage situations as they happen on a daily basis e.g., when dealing with patient's enquiries and seek solutions appropriate to grade and designation.
- Prioritising workload
- Work to a high standard of accuracy in a busy and pressured environment
- Fast and accurate audio typing skills using PC
- Required to multi-task with frequent interruptions requiring reprioritisation of workload and change of tasks i.e., audio typing/data entry/answering phones/dealing with requests from Visitors to the Centre
- Constant changing demands of job
- Work unsupervised for long periods
- Large volume of work and tight deadlines for turning around

EMOTIONAL

- Typing correspondence and dealing with material of a distressing nature
- Dealing with public on the telephone who can sometimes be angry or distressed
- Reassuring anxious and emotional parents and children re appointments and answer queries if possible or defer to relevant Medical PA or Health Professional, if appropriate.
- Dealing with sensitive information in connection with Child Protections issues.

ENVIRONMENTAL

- Working in a very busy, sometimes noisy office environment with constant interruptions
- Required to communicate effectively at different levels
- Dealing with public on the telephone and face to face who can sometimes be verbally aggressive

14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

A good general standard of education with minimum of 3 year's secretarial/administrative work experience with RSA2, audio typing and knowledge of computer applications.

Previous experience of working in a medical records environment and a knowledge of medical terminology desirable.

Be able to demonstrate competent word processing and computer skills

Fast and accurate audio/touch typing

Good telephone manner

Diplomacy and a mature attitude

Ability to prioritise and organise

Good time management

Ability to use one's own initiative

Communicate effectively at all levels both internally and externally

Organisational and time management skills

Work on one's own initiative within pre-determined guidelines

Must be a team player.

15. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Manager's Signature:

Date:

Date:

CAMHS ORGANISATIONAL POSITION

