



Eileanan Siar  
Western Isles

Team Lead  
Admin and Medical  
Support

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[wihb.scot.nhs.uk](http://wihb.scot.nhs.uk)

Western Isles Health Board  
The best at what we do



## Job Advert



### Mental Health Services

#### Team Leader: Admin and Medical Secretarial Support

**Band 4 £23,709 - £25,982 per annum**

**Plus £1,117 Distant Islands Allowance  
Permanent. 37.5 hrs per week**

An exciting opportunity has arisen for an Admin Team Leader to join our mental health services. The successful candidate will provide a vital and dynamic team leading role, managing and supporting the provision of an efficient and comprehensive admin and medical secretarial support service to the consultant psychiatrists, consultant psychologists (50%), CPNs, CAMHs. Your specific role

Working as part of a multi professional team you will be responsible for identifying problems with admin and secretarial procedures e.g. delays in patient bookings, management of waiting lists, timeous GP letters, and working with the department's operational management team to resolve and improve procedures and system problems, and to release time efficiencies and reduce non value work by ensuring clinicians' time on clinical admin tasks are minimised and that admin support to CAMHs services are focused on direct patient care. Your remit will include the management and of the psychological therapies waiting list.

**For more information on living and working in the Western Isles, visit the website: <http://www.wihb.scot.nhs.uk/wihrr.pdf>.**

The successful candidate will need to achieve the Mandatory Induction Standards for Healthcare Support Workers and comply with the Code of Conduct within three months of full time employment or up to six months for part time workers. For further information see [www.hcswtoolkit.nes.scot.nhs.uk](http://www.hcswtoolkit.nes.scot.nhs.uk).

**The successful applicant will be required to register with the PVG (Protecting Vulnerable Groups) Scheme.**

**This post is not eligible for relocation expenses.**

**For further information on this post please contact : Mike Hutchison, Associate Director for Mental Health and Learning Disabilities on 01851 704704 xtn 2410**

**1. JOB IDENTIFICATION**

**Job Title:** Team Leader: admin and medical secretarial support.

**Department(s)** Mental Health & Learning Disability Services

**Job Holder Reference:**

**No of Job Holders:** 1

**2. PURPOSE**

**JOB SUMMARY**

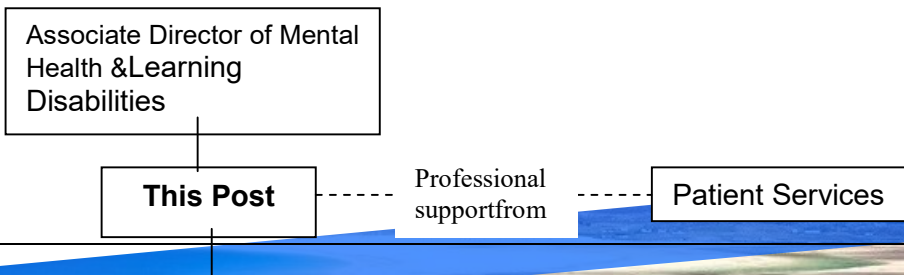
Responsible for managing and supporting the provision of an efficient and comprehensive admin and medical secretarial support service to the consultant psychiatrists, consultant psychologists, CPNs, CAMHs. To maintain a high standard of service to meet the needs of the clinical team within mental health, ensuring that accurate and up to date typing of clinic letters, booking of out patient clinics, returns of HEAT related targets e.g. psychological therapies, and correspondence is achieved. The post holder may be required to deal with queries from patients, GPs and other medical teams regarding patient care.

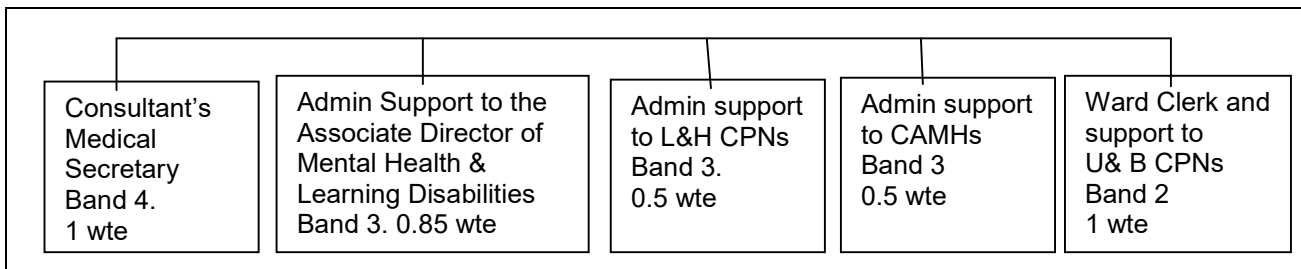
Working as part of the mental health and learning disability services to lead on the management of the admin support and secretarial team to provide continual support to team leads.

The post-holder will work closely with other service leads, including Information Governance, Patient Services, in monitoring health records systems and procedures to meet the changing demands upon the Mental Health Service

This post will provide support to the Consultant Psychologists (50% of time) in regards clinical services e.g. patient bookings, letters, and patient systems e.g. Beating the Blues, IESO, and to the Associate Director of Mental Health and Learning Disabilities (50% of time) in regards to the line management of the admin and medical secretary service, auditing the CPA, minute taking of operational management team business meetings, and ensuring actions are completed, and other business meetings relating to redesign.

**3. ORGANISATIONAL CHART**





#### 4. MAIN DUTIES/RESPONSIBILITIES

Responsible for the co-ordination and monitoring of the day to day operational issues within the admin and secretarial team supporting clinicians and team leaders ensuring that an effective and efficient service is provided to users of the service by ensuring clinicians' time on clinical admin tasks are minimised and that admin support to CAMHs services are focused on direct patient care.

Supervise the allocation of work by Team Leaders to admin and secretarial staff to ensure each work area is appropriately resourced using available staff and that admin tasks that are not related to front end services e.g. data entry in regards CAMHs, are freed up from the admin support so that admin time is optimised for clinical letters, booking of appointments etc.

Ensure all admin and secretarial staff are capable and trained to carry out their roles effectively and introduce new ways of working that increases the efficiency of the team.

To perform staff appraisals and support the delivery of personal development plans.

Identify problems with admin and secretarial procedures e.g. delays in patient bookings, management of waiting lists, timeous GP letters, and work with the department's operational management team to resolve and improve procedures and to release time efficiencies and reduce non value work.

Oversee the filing process; ensuring a logging process for misfiles, missing records and the culling of files is in place, to enable regular reviews, checks and updates can be made and reported on.

Provide support to admin and secretarial staff when they are faced with difficult situations, and when necessary intervene to diffuse a situation and to prevent issues escalating.

To be responsible for managing poor performance, sickness absence, poor timekeeping according to NHS WIs policy and procedures.

To manage annual leave planning to ensure service delivery is met and maintained at all times.

Work with team leaders to ensure the supervision and line management of staff and the allocation of work to maintain the overall departmental performance targets are achieved and maintained on a daily basis.

Oversee the effectiveness of clinical/risk systems and processes such as Mental Health Act legislative requirements, CPA, culling of medical records, and data activity systems such as RMS, TOPAS ensuring patient outcomes are up to date and hold current information.

#### Service Quality

To have a responsibility for incident reporting using "Datix" and investigation of incidents relating to area of

responsibility.

Keep up to date with technological developments with regard to developing appropriate skills in the use of current office technology e.g. word processing, spreadsheets, databases, electronic mail, presentations etc.

Maintain comprehensive office systems ensuring prompt access to information.

Maintain electronic systems e.g. database, spreadsheets, etc. containing patient-related information.

Able to embrace technology to develop and manage the administrative aspect of patient care e.g. electronic patient records.

Ensure prioritisation and completion of workloads/tasks is achievable within timescales allocated for service delivery; identifying causes for failure against timescales or performance targets and escalate to the Associate Director of Mental Health and Learning Disabilities for resolution/problem solving when necessary.

To be responsible for high standards in data quality on the processing of information relative to records management by the admin and secretarial team; and where standards are not being met, to take corrective action in consultation with the Associate Director of Mental Health and Learning Disabilities Assistant and patient.

To assist in the creation and production of training/quick reference guidelines for service users.

### **Service Delivery**

Ensure robust systems are in place to process requests for files where possible.

Report any breakdown in IT equipment (eg PCs, laser and label printers) impacting on admin and secretarial staff ability to meet targets and deadlines; and rigorously pursue reported calls until resolution has been achieved.

Maintain an overview of Clinic changes and suspensions.

### **Leadership & Staff Management**

To ensure that the team follows established procedures for each service request, including logging, processing and chasing enquiries, adhering to agreed Key Performance Indicators, quality standards and SOPs, to maximise service satisfaction.

Act as a role model for staff; hold regular meetings with your team and promote the development of team work within the Department.

Proactively support service improvement and modernisation programmes.

Effectively disseminate all information received to the team and feedback relevant comments and queries to the team leads.

Manage staff performance issues in line with policies and take appropriate action to deal with staff development, poor performance, timekeeping and sickness absence, with the support of senior management.

To provide responsive, innovative administrative leadership to the multi-disciplinary team for example: design of publications/leaflets, production of information packs/training materials, formatting of presentations etc.

Ensure that all appropriate staff receive training in systems and procedures used to support the process.

Lead on the recruitment of permanent and temporary admin staff.

### **Resource Management**

Ensure all stationery required to maintain business as usual is kept fully stocked and is replenished as required and that all equipment, particularly scanners are correctly cleaned and recorded on a daily basis, reporting any issues and liaising with service providers to arrange maintenance and repairs.

Report any software issues to IT in a timely fashion, liaising with them to resolve any issues and restore business as usual as quickly as possible to minimise downtime in the department

To assist the operational management team in managing budgets by ensuring resources are used effectively and efficiently.

To suggest and implement changes to systems and procedures when appropriate, and monitor their effectiveness.

To assist the senior management team in monitoring and reporting any over activity requiring additional resources as corrective action.

Monitor the pressure of work and advise management of action required. (i.e. need for extra cover) whilst working within budget.

Ensure that where appropriate risk assessments or incident monitoring is undertaken.

### **Other Duties and Responsibilities**

To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.

To promote at all times equal opportunities for staff and patients in accordance with St George's Healthcare policies to ensure that no person receives less favourable treatment than another on the grounds of: age; disability; marriage and civil partnership; pregnancy and maternity; race (ethnicity); religion or belief; sex (gender); gender reassignment or sexual orientation.

To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.

## **5 SYSTEMS AND EQUIPMENT**

PC

Printer

Label printer

Dictaphone

Telephone/Telephone Answering Machine

Photocopier

Fax Machine

Video conferencing equipment

Projector/Whiteboard

Microsoft Word, Excel, PowerPoint and Access

NHS Mail for E-mail, Internet/Intranet

Telephones – direct calls and take messages as required for staff/public.

Communication and information for distribution as appropriate.

Morse/TOPAS Electronic and paper patient record filing systems

Datix Risk Management System

SSTS

TURAS

Learn Pro

CORTEX

## **6. DECISIONS AND JUDGEMENTS**

To work on own initiative to prioritise work in the specific areas of operational management and clinical psychology support in the face of competing demands.

To provide management support to other areas of mental Health Services in the event of colleagues leave.

To undertake day to day management and supervision of the admin and medical secretary team and oversee the workload for the admin and medical secretary staff.

To deal with enquiries from the general public and other service users.

Liaise with Patient Services as necessary.

Communicate effectively with all clinicians and staff.

## **7. COMMUNICATIONS AND RELATIONSHIPS**

Regular face to face, telephone and email communication with patient, relatives, carers and work colleagues in other departments and organisations to arrange meetings, appointments and exchange of information.

As first point of contact with the service it is important that the post holder has a responsive and informative approach to patients, relatives or staff who may be aggressive, abusive or distressed.

Patients often have complex health problems and subsequently often require reassurance.

Regular liaison with IT and Medical Records department co ordinators to ensure administrative systems are being used to full potential that can support administrative demands.

## **9. PHYSICAL DEMANDS OF THE JOB**

Required to work under pressure in an extremely busy environment, which includes processing of work and information to tight time scales, which often are out with the control of the service.

Interpersonal challenges of dealing directly with patients with health problems in situations of sensitivity and stress.

To deliver the full remit of the role the post holder requires to have excellent organisational, communication and I.T skills, which includes speed and accuracy.

Confidentiality, diplomacy and discretion are required at all times.

The need to deal with and prioritise a wide and varied fluctuation in workload in response to competing demands made on the service by staff, patients, management and general public and by organisational change and service development.

Dealing with patients and relatives who can be demanding, aggressive or distressed.

## **STANDARD ELEMENTS**

### **Confidentiality**

**Comply with all approved NHSWI Policies and Procedures.**

**Comply with NHSWI Communication Strategy and Media Strategy.**

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

### **Health and Safety:**

**Assist in maintaining own and others' health, safety and security.**

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

**Ensure own actions support equality, diversity and rights.**

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

**JOB DESCRIPTION AGREEMENT**

I, (Print Name)..... confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.

**Job Holder's Signature:**

**Date:**

**Head of Department Signature:     Date: 29.07.20**



**NHS WESTERN ISLES  
PERSON SPECIFICATION**

**Job Title:**            Team Leader: admin and medical secretarial support

**Department:**        Mental Health & Learning Disabilities

**Location:**

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Experience of line management or supervision in a medical environment which allows the efficient and effective running of the admin team.</p> <p>Experience of delivering a high level of customer service</p> <p>Proficient user of Microsoft Office package (e.g. Outlook, Excel, Word, PowerPoint, Access)</p>	<p>2 years relevant NHS experience in an management role</p> <p>Experience of recruitment, performance review and disciplinary processes</p>
QUALIFICATIONS	<p>Recognised qualification in Business Administration</p>	<p>Evidence of further study (A Level or above)</p>

<p>TRAINING RESEARCH PUBLICATIONS</p>		
<p>KNOWLEDGE AND SKILLS</p>	<p>A high level of people management skills.</p> <p>Role model behaviour, maintaining personal, professional behaviour and integrity at all times.</p> <p>Problem solving and ability to respond to sudden unexpected demands .</p> <p>Build and maintains sound relationships within teams and with colleagues in other areas including corporate departments.</p> <p>Well-developed customer care skills including the ability to deal with complaints.</p> <p>Enable staff to meet their personal development objectives and apply their knowledge and skills.</p> <p>Good analytical skills with the ability to interpret and communicate complex information in a way that others can understand.</p> <p>Excellent verbal and written communication and presentation skills.</p> <p>Excellent planning and organisational and negotiation skills.</p> <p>Demonstrate a commitment to high standards in service delivery</p> <p>Knowledge of hospital administrative processes or operational processes</p> <p>Knowledge of the role of Caldicott Guardian and the Data Protection Act 2018/Freedom of Information Act 2000</p> <p>Proficient user of Microsoft Office package (e.g. Word, Excel, PowerPoint)</p> <p>Knowledge of Human Resources policies</p>	<p>The ability to produce clear, concise and accurate written documents including minutes of meetings and staff performance reviews, reports, etc.</p> <p>Experience of KPIs within a service delivery environment</p> <p>Experience of being responsible for supplies ordering for a department/office</p> <p>Understand the principles of budget management</p> <p>Experience of producing procedures and statistical information</p> <p>Knowledge of clinical systems e.g. TOPAS, SCI</p>

	<p>and procedures, including annual leave, recruitment, sickness absence and performance reviews.</p> <p>Ability to analyse and act upon performance information, decisions meeting targets e.g. digital dictation, Referral to treatment times</p>	
DISPOSITION		
OTHER		

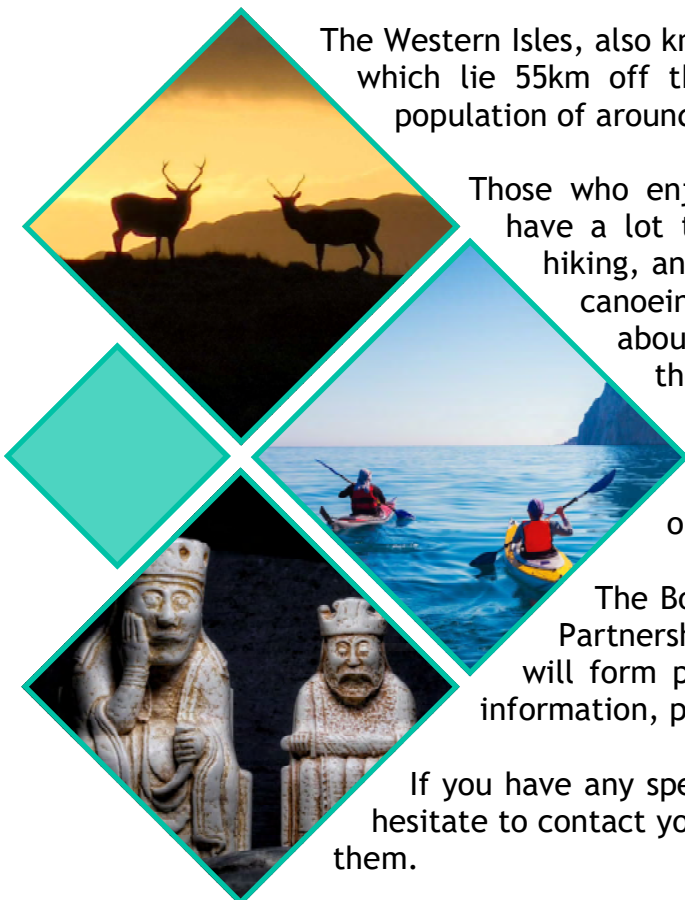
The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

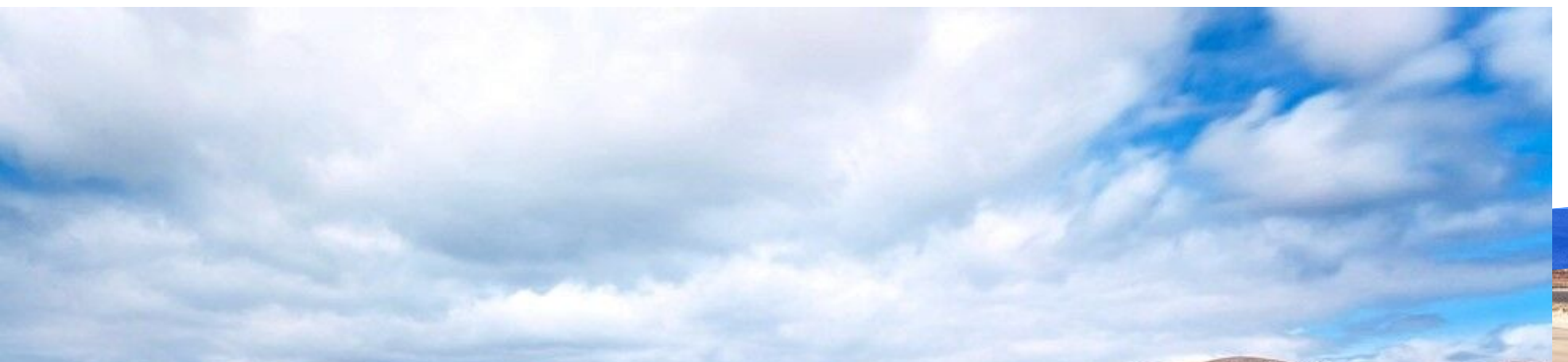
The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.



### Links

[visitouterhebrides.co.uk](http://visitouterhebrides.co.uk)  
[welovestornoway.com](http://welovestornoway.com)  
[hebrides-news.com](http://hebrides-news.com)  
[hebrideanhousing.co.uk](http://hebrideanhousing.co.uk)  
[cne-siar.gov.uk](http://cne-siar.gov.uk)



# About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

**Stornoway**—Western Isles Hospital (Ospadal nan Eilean Siar)

**Benbecula**—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

**Barra**—St Brendan's Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

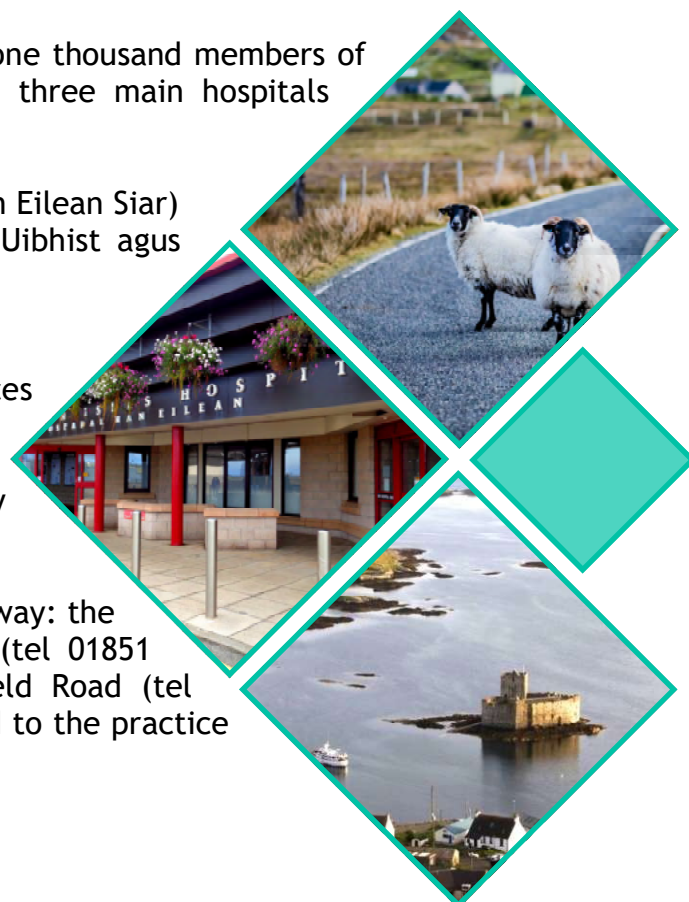
Web

[wihb.scot.nhs.uk](http://wihb.scot.nhs.uk)

The latest information about the Board's response to the COVID-19 pandemic can be found on the Board's dedicated website.

Web

[coronavirus.wi.nhs.scot](http://coronavirus.wi.nhs.scot)



# Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

**Stornoway Airport**—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

**Benbecula Airport**—Glasgow, Inverness, Stornoway

**Barra Airport**—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



## Links

Ferry Travel:  
[calmac.co.uk](http://calmac.co.uk)

Air Travel:  
[loganair.co.uk](http://loganair.co.uk)

Car Hire:  
[carhire-hebrides.co.uk](http://carhire-hebrides.co.uk)  
[lewis-car-rental.com](http://lewis-car-rental.com)

Air Discount Scheme:  
[airdiscountscheme.com](http://airdiscountscheme.com)