

AGENDA FOR CHANGE NHS JOB EVALUATION SCHEME JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	PA to Service Managers MH & LD
Reports to:	Operational Co-ordinator, MH&LD
Department, Ward or Section:	Administration, Mental Health & Learning Disabilities
Operational Unit/Corporate Department:	Highland HSCP, South and Mid Division
Job Reference:	SMOUMENTNEWCADMI03
No of Job Holders:	1
Date:	December 2018

2. JOB PURPOSE

To provide a full and comprehensive PA support to the Service Managers (3) for Mental Health in NHS Highland and the General Manager for Mental Health. Responsible for diary management and the establishment and maintenance of effective administrative systems and procedures both manual and electronic and taking accurate minutes of meetings.

3. DIMENSIONS

Main links with Mental Health and Learning Disabilities within NHS Highland, covering North and West Division, South and Mid Division, Raigmore Division, and Argyll and Bute HSCP.

New Craigs Hospital within Inverness and services within Raigmore.

Eating Disorders service based on site within New Craigs.

Acute day hospital providing seven day service to Inverness area.

Area Clinical Psychology Service based at New Craigs.

Also links with

All Community based Mental Health and Learning Disabilities Services, which are managed by the Community Health Partnerships.

Although the postholder does not have budgetary responsibility, must have awareness of budgets, especially nursing and admin and clerical to assist with service review and appropriate cover and support.

4. ORGANISATIONAL POSITION

SEE ATTACHED CHART

5. ROLE OF DEPARTMENT

To provide and develop appropriately resourced specialist and community based mental health and learning disability services on a multidisciplinary and, where appropriate, a multi agency basis in line with NHS Highland and national policies.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- The postholder is required to plan and co-ordinate meetings and visits on behalf of the Service Managers with a variety of individuals and groups both internal and external. Some of the agencies involved are the NHS, Mental Welfare Commission, Scottish Government, Police, Procurator Fiscal and MSPs. This will include planning and organisation of visits to areas within the hospital, meetings with patients, carers, advocates, ensuring that all arrangements are in place.
- Responsible for arranging meetings, training events etc, secure venue bookings (and catering), circulate invitations, collate attendance lists, prepare programmes etc, with a variety of individuals, departments and organisations, internally and externally, as required by the Service Managers.
- Responsible for organising annual NHS Highland conference attended by approx. 150 people. Responsible for securing venue, securing speakers and the organisation of the day. Making sure that suitable time slots are allocated. Assists with travel and accommodation requests for speakers and ensures everyone has the correct paperwork for the conference.
- Taking minutes at meetings/events organised by the Service Managers. Preparing and ensuring that all appropriate personnel receive copies of the minutes. These may include travel throughout NHS Highland. These include board level meetings such as Rights, Relationship and Recovery, which is chaired by the Service Managers.
- Responsible for the preparation, typing and distribution of reports, minutes, statistical information and general correspondence for and on behalf of the Service Managers. This will include preparing and editing documents by word processing. Preparing, editing and distributing Power Point Presentations and charts to support written reports. The Frequent use of spreadsheets and other programme applications to store, access, and update information; photocopying, faxing, maintaining departmental files and programmes.

- Draft written correspondence on behalf of the Service Managers
- Attend and take minutes at meetings may be up to 6 per week.
- Co-ordinate Leave on behalf of the Service Manager. Keep up to date records of authorised forms and requests and update wall planner.
- Line Management of Band 3 Administration Staff working in the Nursing Administration Office (3WTE)
- Develop and maintain systems to record sickness and employee friendly leave. Monitor information and provide Service Manager with regular updates to ensure that NHS policies and procedures are adhered to.
- Arrange travel and accommodation as and when required by the Service Managers
- Identify improvements/gaps in the administrative procedures and develop systems/solutions.
- Create and maintain systems to ensure that information is readily available to the Service Managers including training information, nurse involvement in therapies, nurse vacancies and other data as required by Service Managers.
- Prepare and type information required to complete national and local reports including reporting template for Rights, Relationships and Recovery and Workforce/workload planning templates.
- Be the first point of contact for enquiries either by telephone, email or in person on behalf of the Service Managers. Provide information within the remit of the job. Evaluate information and pass onto the appropriate Service Manager when appropriate ensuring that accurate and detailed information is gathered.
- Manage mail, email, telephone, etc communication on behalf of the Service Managers. Open sort and date stamp mail. In their absence action where appropriate and ensure urgent matters are drawn to their attention as soon as possible.
- Receives enquiries by telephone and face to face from nursing staff, medical staff, other disciplines, pay unit, nursing administration and other departments within the hospital. Evaluate messages, implement action as appropriate ensuring enquiries are followed up through to a satisfactory conclusion.
- Assist with the gathering of information for audit, grievances, and complaints on behalf of the Service Managers.
- Coordinate stock and non-stock orders on behalf of the Service Managers.
- Check catering invoices and check they are ok for authorisation.
- Service Managers may delegate pieces of work throughout the course of a project, within the remit of this post.
- Postholder is part of the Mental Health & Learning Disabilities Admin and Clerical team, responsible for the day to day supervision of members of the administrative and clerical team within Mental Health (70 staff members). Ensuring that services are provided and planned for, this includes authorising leave for various admin and clerical staff within Mental Health and reviewing eKSF.
- Attending NHS Highland area meetings on behalf of Operational Co-ordinator as and when required,

relating to Admin and Clerical issues and projects throughout Highland.

- Task may be delegated from the Operational Co-ordinator as and when required within the remit of the post and pieces of project work as and when required.

7a. EQUIPMENT AND MACHINERY

Computer	used daily
Telephone	used daily
Photocopier	used daily
Shredder	used frequently
Fax machine	used frequently
Teleconferencing facilities	used on an ad-hoc basis
Transcribing Machine	used on an ad-hoc basis

7b. SYSTEMS

Databases – Excel Spreadsheets

MS Outlook – High Standard

MS Word – High Standard

MS Excel – High Standard

MS Power Point

Internet/Intranet – High Standard (for searching and locating information)

Maintain electronic and paper filing systems

Adhere to all NHS Highland Policies and Procedures

8. ASSIGNMENT AND REVIEW OF WORK

Work is generated by the needs of the Service Managers and Nurse Manager. The postholder is expected to act on their own initiative and works daily without direct supervision.

The postholder works in close liaison with the Service Managers to ensure that the needs of the service are being met and that future developments are planned for. The postholder should be aware of when to seek advice from the Operational Co-ordinator.

Operational Co-ordinator at times will delegate pieces of project work as appropriate to the post in relation to Admin and Clerical NHS Highland projects.

The postholder's personal and developmental needs are agreed and monitored by the Operational Co-ordinator via the PDP & R process.

9. DECISIONS AND JUDGEMENTS

The postholder is expected to work closely with the Service Managers, although is required to prioritise their own workload meeting required deadlines.

Arrange and co-ordinate diary and appointments on behalf of Service Managers, and reorganise as and when required.

Arrange venues for meetings ensuring associated paperwork and documentation is circulated within agreed timescales without direct instruction being provided.

In the absence of the Service Managers, initiate responses to telephone calls, correspondence and to face contact within sphere of own expertise seeking help as appropriate, within the confines of the job description.

Agree meetings within sub-groups, take forward administration tasks within sub-groups and locate and supply information required by sub-groups and project team.

Develop, implement and maintain administrative systems to assist with the running of the service. Support the Service Managers with the planning and mapping of the future services by identifying administrative support required.

Providing day to day supervision for admin and clerical staff involves decision making to ensure that appropriate services are support and adequate cover is provided. Providing support and guidance to members of the administrative and clerical team.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Coping with the volume of work, and range of individuals across NHS Highland in contact with the post.

Providing an overview to several different departments and the requirement to have an awareness of admin and clerical roles for a large number of people in several different areas of the service.

Balancing/prioritising workload amongst changing priorities.

Ensuring that adequate support is provided to the Service Managers.

In the absence of the Lead Nurse and Nurse Manager, dealing with queries/issues which are within the postholder's knowledge, experience and competence and where necessary seeking advice or referring on to more senior member of the nursing team.

The need to supply information very quickly to appropriate persons, being aware at all times of confidentiality issues and Data Protection Act.

11. COMMUNICATIONS AND RELATIONSHIPS

The postholder will be required to communicate both formally and informally (face to face, telephone and written) with a variety of stake holders liaising with staff from within NHS Highland, service users, carers , local authorities and voluntary agencies.

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

Physical:

Speed and accuracy is required when using keyboard.

May be required to drive to various locations throughout NHS Highland.

Mental:

Concentration is required when taking minutes and typing reports/correspondence. Meetings involve a complex range of clinical subjects.

Concentration is required when producing minutes with constant interruptions.

Using computer more or less continuously throughout the working day.

Concentration required when driving throughout NHS Highland.

Emotional:

Deal with a range of professionals, service users and carers in a sensitive manner sometimes managing unrealistic expectations.

Cope with lengthy discussions regarding sensitive mental health issues.

Environment:

To be aware at all times of the potential risks of physical/verbal/emotional abuse from patients.

Need to wear staff pinpoint barrel at all times.

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

Appropriate experience of working within a Senior Administrative environment, preferably within a Health Setting.

Educated to HNC/HND standard or working towards same.

Previous experience of providing PA Support and diary management to senior levels of staff.

Experience in team management and services.

Experienced Minute Taker.

Excellent computer skills e.g. Word, Excel, Outlook, PowerPoint, Access.

Driving Licence Required.

Accuracy and strict attention to detail.

Excellent interpersonal, communication and diplomacy skills.

Work without direct supervision, using own initiative to manage workload.

Excellent Organisational Skills required.

Strict Adherence to Confidentiality.

14. 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:

Date:

Manager's Signature:

Date: