



**PA to Associate Director of Mental
Health and Learning disabilities**

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Western Isles Health Board
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Job Advert



PA to Associate Director of Mental Health and Learning disabilities

Salary Band 4 £25,914 - £28,187

Plus Distant Islands Allowance of £1,201

37.5 hours per week

Permanent post

We are seeking an experienced administrator to provide an effective and efficient administrative service for the Associate Director of Mental Health and Learning Disabilities at NHS Western Isles. In addition, this will provide secretarial support at times of annual leave within the Mental Health Department. We are seeking an individual with HND in Administration of Office Management. Applicants must have previous administrative/secretarial experience in the NHS with knowledge of health systems. This post will deal with issues of a highly confidential nature requiring a high degree of tact and diplomacy.

For further information regarding the post please contact Ann Duncan SCN on 10851 704704 or Norrie Macritchie SCN on 01870 602918. Alternatively email: ann.duncan@nhs.scot or Norrie.macritchie@nhs.scot

This post is not eligible for relocation expenses.

NHS SCOTLAND JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	PA to Associate Director of Mental Health & Learning Disabilities
Responsible to (insert job title):	Associate Director of Mental Health & Learning Disabilities
Department(s):	Western Isles health & Social Care Partnership
Directorate:	Mental Health Services
Operating Division:	Mental Health Services
Job Reference:	
No of Job Holders:	1
Last Update (insert date):	

2. JOB PURPOSE

To work as a Personal Assistant to the Associate Director to ensure effective organisation and day to day running of the Mental Health Service, acting on the Associate Director behalf including self-initiating replies, coordination of diary commitments, compiling, refining and responding to a wide range of communications both internal and external.

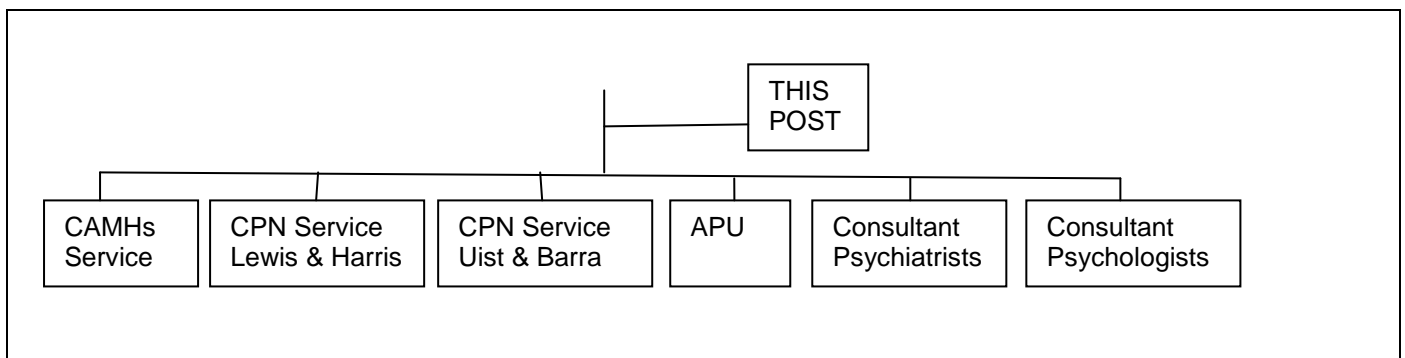
N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.

3. DIMENSIONS

To work as a Personal Assistant to the Associate Director in the provision of an efficient, responsive, high quality mental health service across the archipelago. NHS Western Isles' Mental Health Services is located across a large geographical area within a number of remote and rural island settings. This post will have a responsibility for coordinating communications, project plans and all aspects of business management activity relating to service function. The post holder will be based in the Western Isles' Hospital, adjacent to the Mental Health in patient ward, although there may be occasional requirements to work from home.

4. ORGANISATIONAL POSITION

Associate
Director



5. ROLE OF DEPARTMENT

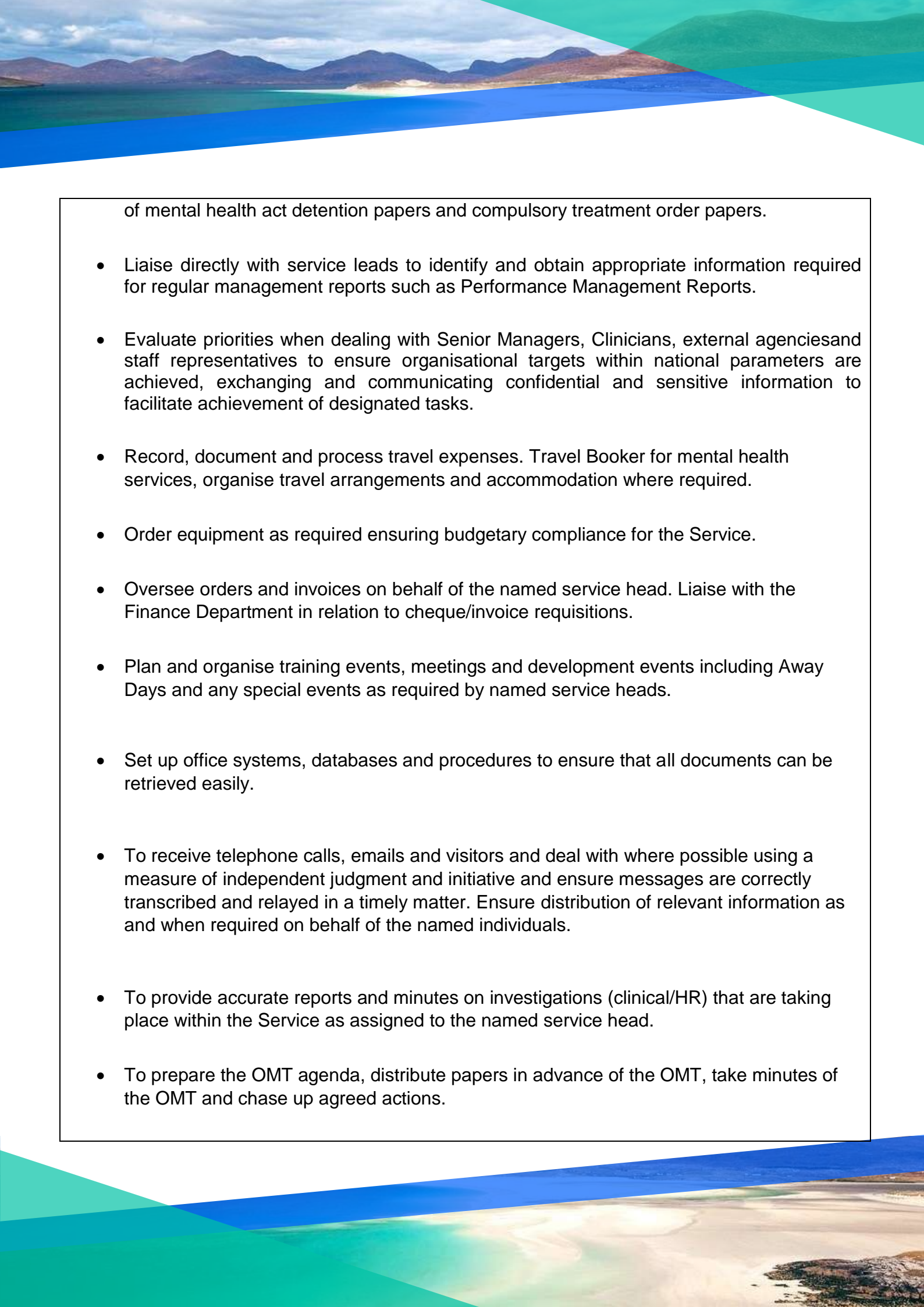
- To plan, design, develop and manage Mental Health Services to meet patient needs in line with local and national strategies and priorities, involving patients, carers and the community in the development and delivery of integrated quality services
- Respond to local and national priorities in relation to the needs of people with mental health needs:
 - children and young people,
 - adults,
 - older people,
 - people who have a learning disability
 - substance misuse

ensuring the implementation of agreed plans to meet appropriate targets and objectives

- Delivering health improvement and care services which meet the needs of individuals and local communities
- Enhancing integrated working within health services and key partners aimed at continuously developing to meet changing requirements
- To ensure there is a robust Performance, Clinical and Staff Governance, Information Governance Framework across all mental health services.

6. KEY RESULT AREAS

- To act as personal assistant to the Associate Director to ensure effective organisation and day to day running of the Mental Health Service. Provide the first point of contact in the absence of the Associate Director, maintaining effective communications with internal/external partners, ensuring paths of communication are open and individual queries are dealt with promptly.
- To provide comprehensive administrative and secretarial support to the Associate Director, undertaking various administrative duties, including:
 - diary management,
 - meeting preparation, minute taking and progressing actions,
 - file system management clinical/personnel with a considerable degree of discretion to ensure optimal planning and organising of the workload of the Associate Director and ensuring priority issues are addressed in a timely fashion,
 - Co ordinate travel, accommodation and other requisite arrangements as required
- Create a database on mandatory training uptake, compliance with car policy requirements and work with service heads to ensure staff are compliant with requirements.
- Prepare and collate data in relation to the completion of timesheets and SSTS and monthly staff attendance figures.
- To provide and receive information that requires tact and persuasive skills dealing with different members of senior management, multi-professional clinical teams, external agencies (e.g. Scottish Government, Mental Welfare Commission, Health Improvement Scotland, and other outside agencies) and members of the public. This involves concise communication through verbal information.
- Requirement to create, format databases and spreadsheets for information and reports, both electronic and paper-based within specified timescales to support the Associate Director to meet local area and national requirements.
- Ensure NHS Western Isles' Section 22 AMP list is up to date and inform the Scottish Government of changes to list
- Will be the second responder, in the absence of the medical secretary, to the processing



of mental health act detention papers and compulsory treatment order papers.

- Liaise directly with service leads to identify and obtain appropriate information required for regular management reports such as Performance Management Reports.
- Evaluate priorities when dealing with Senior Managers, Clinicians, external agencies and staff representatives to ensure organisational targets within national parameters are achieved, exchanging and communicating confidential and sensitive information to facilitate achievement of designated tasks.
- Record, document and process travel expenses. Travel Booker for mental health services, organise travel arrangements and accommodation where required.
- Order equipment as required ensuring budgetary compliance for the Service.
- Oversee orders and invoices on behalf of the named service head. Liaise with the Finance Department in relation to cheque/invoice requisitions.
- Plan and organise training events, meetings and development events including Away Days and any special events as required by named service heads.
- Set up office systems, databases and procedures to ensure that all documents can be retrieved easily.
- To receive telephone calls, emails and visitors and deal with where possible using a measure of independent judgment and initiative and ensure messages are correctly transcribed and relayed in a timely matter. Ensure distribution of relevant information as and when required on behalf of the named individuals.
- To provide accurate reports and minutes on investigations (clinical/HR) that are taking place within the Service as assigned to the named service head.
- To prepare the OMT agenda, distribute papers in advance of the OMT, take minutes of the OMT and chase up agreed actions.

7a. EQUIPMENT AND MACHINERY

- Personal Computer or Laptop.
- Data Projector, Smart Board.
- Office Equipment (including multi-function printer/photocopier, laminator).
- Telephone and Voice Mail.
- Video/Teleconferencing Equipment.

7b. SYSTEMS

- IT (internet, intranet, Word, Excel, PowerPoint, email for day-to-day work and communication purposes).
- National systems including LearnPro, Microsoft Teams, SSTS, Turas Learn and EESS.
- Online travel booking and purchasing systems – Pecos.
- Bespoke NHSWI systems e.g. RoomBook.
- SCI, TOPAS and any other systems such as paper clinical records and MORSE as required by the mental health service

8. ASSIGNMENT AND REVIEW OF WORK

- May demonstrate activities, processes, and procedures to new staff when required.
- Involvement in the induction process for new staff.
- Provide support to the management of personnel procedures including the recording of annual leave, study leave requests, authorised special leave / sickness absence, high-cost study requests and processing.
- Participate in self-development to continually improve performance and undertake development activities that are identified.
- Works directly to the Associate Director where workload is managed rather than supervised.
- Workload is generated by the remit of local and national priorities and input from various

internal and external agencies and departments.

9. DECISIONS AND JUDGEMENTS

- Required to prioritise work and to work on own initiative, and manage own workload and deadlines, without direct supervision, seeking advice if necessary.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- High level diary management skills, including arranging and coordinating meetings and appointments, prioritising and rearranging.
- Monitor and manage relevant papers and documentation, using a brought forward system.
- Summarising correspondence, reports, and compilation of letters, both routine and ad hoc, ensuring that deadlines are met.
- Managing changing priorities at short notice and anticipating pending demands on role.

11. COMMUNICATIONS AND RELATIONSHIPS

Provide an effective and professional service when liaising with colleagues, partners and the public using tact and diplomacy to encourage effective working when dealing with any communication difficulties.

Communicate and liaise effectively with localities, directorates and stakeholders as directed and required on a range of complex and sensitive topics, for example communicating information on risks, incidents and concerns requiring action by management.

Display tact, diplomacy, and confidentiality at all times, using persuasive and negotiating skills when necessary. For example, when acquiring information from managers for Executive Directors which is overdue and explaining the implications of late reports and information.

Communicate verbally and or in writing with a range of internal and external stakeholders and to produce confidential and sensitive correspondence.

Manage incoming telephone calls and enquiries and ensure appropriate action is taken. Manage incoming correspondence and e-mails, including that of a confidential and sensitive nature, exercising independent judgement to initiate appropriate action. Prioritise and summarise e-

mails and reports drafting responses on behalf of designated individual(s) when required.

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

Physical Skills:

- Keyboard Skills – requires speed and accuracy.
- Moving and handling of laptop and associated kit, files, stationery and mail.

Physical Demands:

- 75% of work is computer based, therefore sitting in a restricted position for this proportion of duties.
- Minute taking at various meetings requires concentration for length of meeting and sitting in a restricted position for duration of the period.

Mental Demands:

- High level of concentration is required when transcribing minutes.
- Concentration is needed co-ordinating events and dealing with enquiries.
- The post-holder will frequently have to deal with priority changes in order to meet deadlines and changing demands.
- Prioritising workload can be difficult with the sometimes unpredictable demands the workload.

Emotional Demands:

- Dealing with a variety of professionals, non-professionals and public both within and outwith the organisation face to face, over the telephone and electronically.

Working Conditions:

- There is continuous use of VDU

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

- Experience of coordinating and supporting teams to meet organisational objectives
- Previous admin experience to a level capable of undertaking the variety of functions required within the job description
- Higher National Diploma in Administration, Business Management or relevant related subject e.g. Information Technology
- Excellent communication, organisational and interpersonal skills Influencing skills

- Information retrieval, analysis and management skills
- Able to prioritise and work within deadlines while demonstrating accuracy and attention to detail
- Competency in all O365 applications including Teams, Excel, Word and PowerPoint
- Able to prioritise and timetable own workload, self-motivated and exercise sound judgement
- Awareness of confidentiality issues
- Team player
- Ability to work to deadlines
- Ability to work with a range of stakeholders
- Ability to function and to support others in a rapidly changing environment
- Flexibility
- Ability to work unsupervised
- Comfortable with a diverse workload, progressing different projects simultaneously

14. STANDARD ELEMENTS

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.

15. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: 12.10.2022

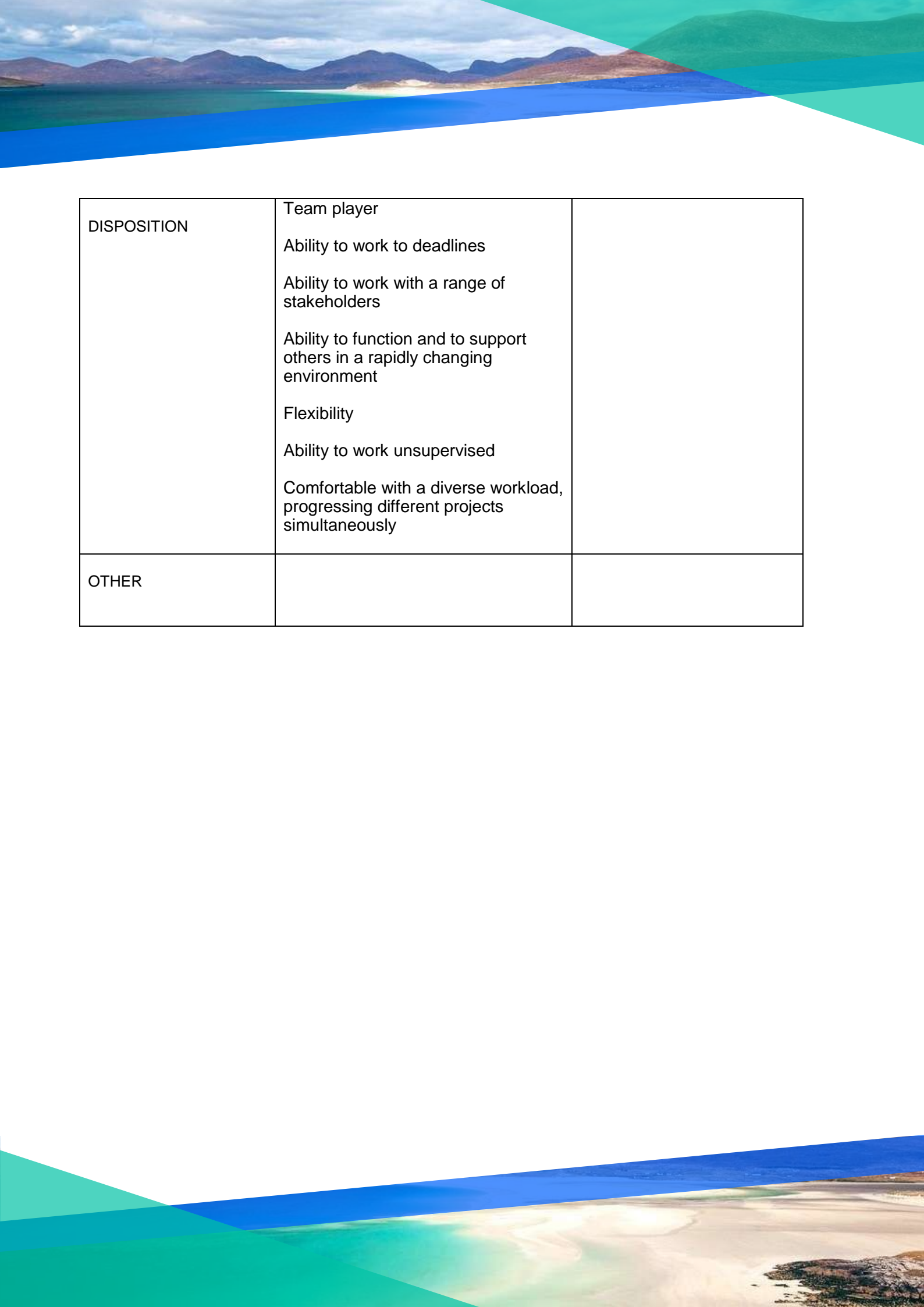
NHS WESTERN ISLES PERSON SPECIFICATION

Job Title: PA to Associate Director of Mental Health & Learning Disabilities

Department: Mental Health Services

Location: Western Isles Hospital

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Experience of coordinating and supporting teams to meet organisational objectives</p> <p>Previous admin experience to a level capable of undertaking the variety of functions required within the job description</p>	<p>Previous administration experience within the NHS</p> <p>Previous experience as a Personal Assistant</p>
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<p>Higher National Diploma in Administration, Business Management or relevant related subject e.g. Information Technology</p>	
KNOWLEDGE AND SKILLS	<p>Excellent communication, organisational and interpersonal skills</p> <p>Influencing skills</p> <p>Information retrieval, analysis and management skills</p> <p>Able to prioritise and work within deadlines while demonstrating accuracy and attention to detail</p> <p>Competency in all O365 applications including Teams, Excel, Word and PowerPoint</p> <p>Able to prioritise and timetable own workload, self-motivated and exercise sound judgement</p> <p>Awareness of confidentiality issues</p>	<p>Project management skills</p> <p>Experience and competence in using clinical systems including SCI, TOPAS, MORSE and paper records</p>



DISPOSITION	Team player Ability to work to deadlines Ability to work with a range of stakeholders Ability to function and to support others in a rapidly changing environment Flexibility Ability to work unsupervised Comfortable with a diverse workload, progressing different projects simultaneously	
OTHER		

About the Western Isles

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
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
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

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



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

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com