

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME**



JOB DESCRIPTION TEMPLATE
Revised February 2010

1. JOB IDENTIFICATION

Job Title: Secretary/Administrative Assistant

Reports to (insert job title): Admin Team Lead

Department, Ward or Section: New Craigs Hospital

CHP, Directorate or Corporate Department: Mental Health & Learning Disability Services
(hosted by South & Mid Operational Unit)

Job Code: SEMENTNEWCADMI16

No of Job Holders: 1

Effective date of this job description: January 2015

2. JOB PURPOSE

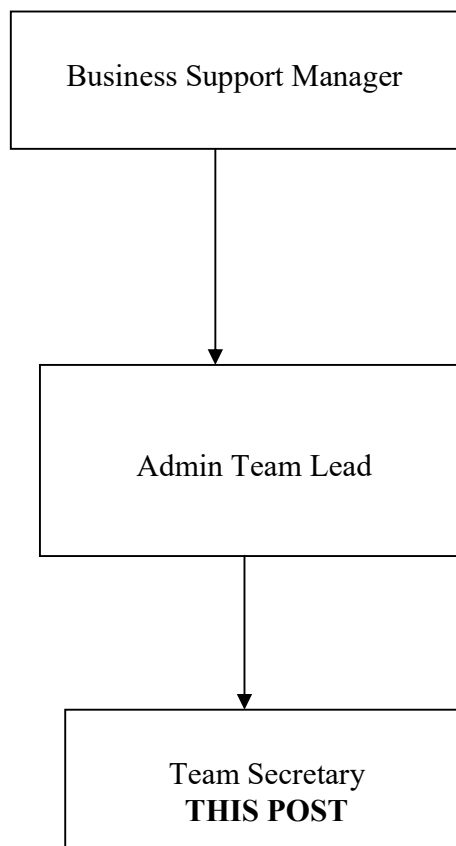
To provide a comprehensive administrative support to the Senior Management Team in MH & LD.

Act at the first point of contact for all telephone enquiries and patients/families for the service.

3. DIMENSIONS

New Craigs Hospital provides inpatient care and treatment for acutely ill patients between 16-65 years of age for 7 days a week.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT OR SECTION

The Senior Management Team provide management and strategic direction to MH & LD services including New Craigs Hospital.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

To provide general administrative support to members of the MH&LD Senior Management Team including Service Managers and will include such duties as:

- Type general correspondence and any follow up correspondence as required.
- Undertake clerical tasks including filing, photocopying, answering telephone calls and dealing with enquiries.
- Act as first point of contact in person or over the telephone to staff, clients and visitors. This involves frequent calls from distressed service users and family members. Being able to extract relevant information from conversations to ensure that the appropriate member of staff receives all the information required.
- Open and action post for the Service Managers, ensuring that urgent matters are brought to his/her attention.
- Maintain computerised diaries for all staff's appointments/meetings.
- Create and maintain systems to ensure that information is readily available for all service members.
- Responsible for ensuring sufficient supplies of stationery and other supplies and complete appropriate orders, either for NHS Highland or PECOS.
- Reorganise staff diaries/appointments in the event of a staff member being absent.
- Develop and establish administrative systems, both manual and electronic, when a need is highlighted in the service.
- Take and prepare minutes for any meetings chaired by the Service Managers.
- Any other relevant duties requested by the Service Manager and Admin Managers.

7. EQUIPMENT AND MACHINERY USED

Computer: Used daily for periods of more than 20 minutes at one time.

Telephone: Used daily.

Photocopier: Used daily.

Digital Dictation: Used daily.

Scanner: Used and when required.

Laminator: Used and when required.

Staff Attack Barrel: Worn daily during working hours.

8. SYSTEMS

PMS (Patient Management System) – updating client information and tracking notes – used on a daily basis.

Microsoft 365

9. ASSIGNMENT AND REVIEW OF WORK

Work is generated by the needs of the service. The postholder is expected to act on their own initiative and works daily without direct supervision, but with management staff always on hand to deal with any issues.

The postholder works in close liaison with the Service Managers to ensure that the needs of the service are being met in relation to administrative tasks. The postholder should be aware of when to seek advice from the Admin Team Lead.

The postholder's personal and developmental needs are agreed and monitored by the Admin Team Lead via the PDP process.

10. DECISIONS AND JUDGEMENTS

The postholder is an integral part of the team and is expected to work closely with the Service Managers and other members of the Senior Management Team, although is required to prioritise their own workload meeting required deadlines.

Develop, implement and maintain administrative systems to assist with the running of the service. Support the staff with any administrative requirements, training and guidance.

Exercise judgement and tact when dealing with patients' enquiries and situations as they arise. Being the first point of contact for many clients and families; being able to use judgement, experience and initiative on a daily basis is essential. Being able to remain calm and deal with potential volatile situations is a daily occurrence.

The postholder prepares agendas for multi-disciplinary meetings and subsequent to these meetings ensures the correct documentation is prepared and sent to the appropriate people.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Meeting timescales and deadlines whilst working under the pressure of frequent interruptions, e.g. telephone calls, patients arriving for clinics.

Balancing/prioritising workload amongst changing priorities.

The ability to cope with pressure and prioritise conflicting demands.

Dealing with enquiries from anxious patients/relatives.

Dealing with complaints from patients.

Requirement to multi-task with frequent interruptions requiring re-prioritisation of workload.

12. COMMUNICATIONS AND RELATIONSHIPS

Internal:

All wards and departments within New Craigs.

Departments within NHS Highland.

External:

Patients, relatives and/or carers.

GP practices.

Community Mental Health Teams.

Social Work Department.

Voluntary agencies.

University of Stirling.

Other NHS trusts.

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

<p><u>Physical:</u> Speed and accuracy is required for inputting data to computer.</p> <p><u>Mental:</u> Concentration is required when inputting data and there are frequent interruptions, e.g. telephone calls. Concentration is required when transcribing from digital dictation due to the complex medical content and frequent interruptions by telephone calls.</p> <p><u>Emotional:</u> Typing letters of a distressing nature on a daily basis. Dealing with patients' families/carers, some of whom can be quite distressed or angry.</p>
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14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB
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<p>Minimum of 4 years experience of working within a secretarial/administrative environment; preferably within a mental health environment.</p> <p>Experience of working in an environment where tact, diplomacy and confidentiality skills are vital.</p> <p>Good standard of education.</p> <p>Knowledge of medical terminology desirable.</p> <p>Ability to cope under pressure and prioritise conflicting demands.</p>
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15. JOB DESCRIPTION AGREEMENT

<p>I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.</p> <p>Job Holder's Signature:</p> <p>Manager's Signature:</p>	<p>Date:</p> <p>Date:</p>
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