**JOB DESCRIPTION**



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| JOB IDENTIFICATION |
| Job Title: Administrator  Responsible to: Admin Support Manager -  Department(s): Children’s Services – Child Protection  Directorate: Primary and Preventative Care  Job Reference:  No of Job Holders:  Last Update (insert date): January 2023 |

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| 2. JOB PURPOSE |
| The post holder will , contribute to the administrative functioning of the Child Protection (CP) team, providing comprehensive secretarial and administrative dutiesto support the CP Learning & Development Coordinator and the CP Clinical Effectiveness Coordinator. |
| **3. DIMENSIONS** |
| The post holder will work Fife wide as part of the wider Child Protection team  The Child Protection team consists of  1 WTE Lead Nurse Child Protection  1 WTE PA, 1 WTE secretary and  4.8 WTE Senior Child Protection Nurse Advisors.  The child protection team is currently expanding with the addition of a Child Protection Learning and Development Coordinator and a Child Protection Clinical Effectiveness Coordinator.  The post holder will support the administrative work of the wider CP team. |

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| 4. ORGANISATIONAL POSITION |
| Admin Support Manager  Lead Nurse  This Post  QA, and L & D post |

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| 5. ROLE OF DEPARTMENT |
| NHS Fife/Fife HSCP is a large organisation, delivering a breadth of urgent and community based services across Fife. Children’s Services work in a complex multi-agency environment demanding a joint working approach to delivery of care working across partnership agencies. The Child Protection team is a small team of professionals specialists in child protectionwith a Fife-wide remit to support and provide expertise, strategic leadership and quality assurance in relation to child protection. The teams core functions are:   * Contribute to risk assessment and decision-making at daily multi-agency Initial Referral Discussions (IRDs) which consider all cases of significant harm. Coordinate arrangements for Joint Paediatrics Forensic Medicals/Specialist Medicals. * Deliver child protection supervision to key staff groups. * Offer advice and support to all health staff in relation to child protection. * Develop and deliver regular child protection training, in accordance with the Revised Intercollegiate Document (2019).   The team works collaboratively with Children’s Services, partner agencies, AHPs, sexual health & GBV, GPs, relevant community adult services and services within the acute sector – particularly maternity, paediatrics and ED.  At strategic level, the Lead Nurse and the Lead Child Protection Consultant Paediatrician are members of the Child Protection Committee and other strategic groups both within health and the wider partnership. |

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| 6. KEY RESULT AREAS |
| * To provide support to the CP Learning & Development Coordinator abd CP Clinical Effectiveness Coordinator within the CP team to facilitate delivery of a high quality child protection service. * To maintain office systems and administrative systems including data management and production of audit reports. * Responsible for the maintenance of audit/ training databases. * Coordination,preparation for and attendance at training sessions/meetings with subsequent accurate minute taking/action planning as required. * Supporting the Learning & Development Coordinator in the preparation of training resources * . * Collation of feedback and data from CP core functions and typing reports   Maintain and record in various electronic data systems as required within the team   * Screen phonecalls , enquiries and requests, and handling them when appropriate, taking accurate messages and relaying them in a timeous fashion. * Cover for colleagues during lunch breaks, annual leave and sickness * Maintain confidentiality of all sensitive information in line with Data Protection and NHS Fife/Fife HSCP policies and procedures * Undertake any other duties commensurate with the post and grade. |

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| 7a. EQUIPMENT AND MACHINERY |
| The following are examples of equipment used in undertaking role:  personal computers/laptop, telephone and answering machine, printer and photocopier,Responsible for the safe use, transportation and storage of all equipment relevant to the post |
| **7b. SYSTEMS**  Office filing and record storage systems in line with NHS Fife/Fife HSCP policy and procedures   * Proficient in the use of technology, frequently using a range of software and systems for example Microsoft Outlook, Word, Power Point, Excel, Teams, Forms, SWAY, MORSE, Datix, TURAS, eEss, internet, polls and survey applications.   Data collection and audit systems  Ordering and stock control systems   * Contribute to the maintenance of the NHS Fife Child Protection web-site which will enable staff to access educational, resource, policies, protocols and guidance materials. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work will be assigned and reviewed by the Lead Nurse Child Protection, Child Protection Learning & Development Coordinator/ Child Protection Clinical Effectiveness Coordinator.  The post holder will report to the Admin Support Manager.The post holder will be responsible for the planning and prioritisation of their work within the agreed remit  TURAS is embedded across services and an Annual review will take place |
| **9. DECISIONS AND JUDGEMENTS** |
| Post holder is required to organise their own workload within the parameters of the role and team priorities to provide administrative support to the CP team Admin Support Manager will be available to provide direction and support for any exceptions to normal routine workload |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Responding to competing needs of individual team members  Working flexibly, prioritising workload to meet deadlines and manage time effectively  Communicating with health services and multiagency partners throughout Fife. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| To establish positive working relationships with the CP team, health services and multiagency partners to enable the effective delivery of the Child Protection service across NHS Fife/Fife HSCP. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Sensitive and distressing nature of child protection work. * Level of concentration and focus required to ensure accuracy of shared information. * Prioritising workload with competing demands. * Supporting stressed anxious staff and colleagues. * Managing challenging unexpected behaviour. * Transportation of equipment and resources from base to car and to training venues. * Knowledge to transfer training information and flexibility to work in new environments with different equipment, systems and facilities. E.g. Victoria Hospital Kirkcaldy, University campuses, CPC office, GP practices etc. * Prolonged use of IT equipment and systems * Regularly travelling across Fife and occasionally out with. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Good basic level of education either at Standard Grade or equivalent including English * Effective written and verbal communication skills including a good standard of English language in order to fulfil key result areas * Demonstrate excellent communication and organisational skills and range of administrative skills to achieve key result areas * Ability to work with people and as part of a multidisciplinary team * Ability to work using own initiative and recognise when guidance or advice is required * Be proficient in a range of IT packages to support achieving key result areas * Ability to carry out assigned tasks effectively in a busy environment * Be familiar with Data Protection, information sharing and other principles in respect of patient confidentiality * Previous experience in a health care setting would be advantageous * Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **14. 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:  Head of Department Signature: | Date:  Date: |

RECRUITMENT AND SELECTION STANDARDS



PERSON SPECIFICATION FORM

Post Title/Band: **Administrator**

Department: **CP Team**

Date: January 2022

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|  | **ESSENTIAL** | **DESIRABLE** | **MEASURE** |
| **Experience** | Previous experience in administrative or office environment | Previous health care or community experience | Application form |
| **Qualifications/**  **Training** | Good Basic Education to Standard grade or equivalent  Good IT skills including knowledge of IT systems and data collection | Secretarial qualification or working towards a qualification | Application form  Interview |
| **Knowledge** | Health & Safety awareness  Ability to maintain confidentiality  Excellent organisational skills | Awareness of working within the community setting | Application form  Interview |
| **Skills** | Excellent communication & interpersonal skills.  Administrative skills  Flexibility to respond to changing priorities. Literacy skills consistent with the requirements of the post  Ordering | Previous experience in working withother professionals | Application form  Interview |
| **Aptitude** | Positive approach to work  Keen to develop new skills  Ability to work without direct supervision  Ability to work under pressure and to tight deadlines  Demonstrate ethics, values and personal qualities / behaviours consistent with the vision, culture and values of NHS Fife. |  | Interview |
| **Other** | Ability to travel across Fife.  Work independently or as part of a team. |  | Interview |