**NHS FORTH VALLEY**



**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title: Clerical Assistant**

**Reports to: Unit Administrator**

**Responsible to: CAMHS Operational Manager**

**Department: Child & Adolescent Mental Health Service**

**Job Holder Reference: BN-AC-359**

**No of Job Holders: 2**

1. **JOB PURPOSE**

To provide an efficient, effective and quality clerical support service to the Child & Adolescent Mental Health Service. All clerical assistants are expected to provide cover in similar roles within the service, as deemed appropriate by the Medical Services Admin Co-ordinator.

**3. ORGANISATIONAL POSITION**

Administration Manager

Unit Administrator

Admin Assistants

Clerical

Assistants\*

Medical Secretaries

Assistant

\* This post

**4. ROLE OF THE DEPARTMENT**

CAMHS serves children 0 – 19 years, and their families, from throughout Forth Valley. These children have emotional, behavioural, psychiatric and psychological problems and are referred to the service for assessment and treatment.

**5. DIMENSIONS**

To support the service by contributing to the provision of up-to-date, properly maintained, accurately located and correctly filed health records and related information. Support other administrative staff to ensure health records are readily available for use by clinicians and health care professionals in support of patient care.

To provide a welcoming reception service for the department.

The job holder will be expected to manage patient enquiries, update appointments and outcomes using Patient Administration System and general clerical duties including filing.

1. **KEY DUTIES/RESPONSIBILITIES**

* Assist service by contributing to the production and maintenance of case records for outpatient attendances, ensuring that all correspondence and investigation reports, which have been authorised by clinical staff, are inserted into the case notes.
* Accurately record each case record location and subsequent movement using the tracking system.
* To ensure the confidentiality of health information is maintained at all times.
* Assist the team with maintaining an electronic room booking system and organising outgoing and incoming mail.
* To provide a welcoming reception service to the department, discretely checking information and ensuring that patient administration systems are updated with information as appropriate e.g. Equality and Diversity data, up-to-date patient addresses and contact telephone numbers.
* Process referrals to the service following procedures for vetting and recording patient referrals, appointments and outcomes using the Patient Administration System.
* Assist in making patient appointments, sending out letters and clinic information, ordering patient transport (if required).
* Effectively deal with telephone enquiries from various sources, for example patients, wards, A&E, GPs and external agencies.
* Contribute to accurate filing and safe and secure storage of case records within the department.
* Assist in co-ordination of the retrieval of records from secretaries’ offices, off-site storage facilities etc.
* To ensure that information gathered by patient administration systems is accurate and up to date, to allow effective communication with patients and facilitate health care professionals to provide effective patient care.

The above duties and responsibilities are intended to represent current priorities and are not a conclusive list. The jobholder may be asked to undertake other reasonable duties as appropriate to grade. Any changes will be made in discussion with the jobholder.

1. **SYSTEMS AND EQUIPMENT**

* Patient Information Management System (Topas)
* SCI Store / SCI Gateway
* Microsoft Office Suite
* NHS mail
* G2 Digital Dictation System / EDMS
* Office filing and tracer system
* Multi-function device
* Shredder

**8. ASSIGNMENT AND REVIEW OF WORK**

The workload will be determined by the needs of the service, organisational priorities and reviewed by the Medical Services Co-ordinator on a regular basis. Supervision and support is available from senior admin colleagues with department. Line management is provided by the Medical Services Co-ordinator.

Judgement is required when dealing with patients and other health care professionals on a daily basis.

The post holder will be responsible with their manager for their own personal development plan, and take part in ongoing training (including training deemed mandatory by the organisation).

1. **COMMUNICATIONS AND WORKING RELATIONSHIPS**

Communication via e-mail, telephone, MFD & Fax, letter and face-to-face contact to manage health related information internally and externally:

Internal: Secretarial staff

Clerical staff

Medical and nursing staff

Nursing staff

Estates

IT

External: Patients and their relatives

Scottish Ambulance Service

General Practitioners

Local Authority

**10a. PHYSICAL DEMANDS OF THE JOB**

Post holders are required to retrieve, file and handle patient’s records, which can often be bulky and heavy. On average one case note weighs 1.2kg (2.65lbs), with staff lifting up to six case notes at once, for periods of up to two or three hours several times per day. Staff are required to work in confined spaces or awkward positions on a daily basis, dependant on the area or department assigned.

The working environment varies from office accommodation to unpleasant and isolated storage facilities.

Staff are required to work at VDU stations several times per day for periods of up to three hours. Keyboard skills and hand/eye co*-*ordination are required due to high levels of data input requiring speed and accuracy.

**10b. MENTAL/EMOTIONAL DEMANDS OF THE JOB**

Concentration is required throughout the working day for example; data input, filing and retrieval of patient records and appointment booking. Although the work pattern is predictable there are constant interruptions from telephone calls and enquiries from other staff and departments.

In some cases there may be a requirement to deal with sensitive issues relating to distressed patients and/or relatives, for example; advising patients of cancelled appointments.

**11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

The post holder must have standard grade English, and good IT skills or equivalent work experience in an office environment as a minimum.

Previous health related experience is desirable.

On the job training in specific systems and procedures is provided.

**11. JOB DESCRIPTION AGREEMENT**

**Job Holder’s Signature:**

**Date:**

**Head of Department Signature:**

**Date:**

**NHS FORTH VALLEY CAMHS**

**Employee Specification: Clerical Assistant**

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| --- | --- | --- |
| **Band** | **2** |  |
| **Department** | **CAMHS** |  |
| **Unit** | **Women, Children, Sexual Health & Immunisation** |  |

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| --- | --- | --- |
| **Attributes** | **Essential** | **Desirable** |
| **PHYSICAL MAKE UP** | Good communication and interpersonal skills  Good telephone Skill |  |
| **ATTAINMENTS** | Good keyboard skills and experience of software systems | Previous working in healthcare setting  Previous office administration experience |
| **SPECIAL SKILLS** | Good interpersonal skills  Ability to work on own initiative without direct guidance | Computing skills  Dexterous, organised |
| **WORK INTERESTS** |  | Previous work experience |
| **WORK ATTITUDES** | Prepared to accept direction and instruction and follow procedures accurately  Be a positive team member and contribute to service development  Work well in a busy department and keep calm under pressure | Able to change shifts with notice, if necessary to cover holidays or sick leave |
| **DISPOSITION** | Interested in working in the health care sector  Show ability to integrate with current staff |  |
| **CIRCUMSTANCES** | Flexible attitude to work |  |
| **INTERVIEW PERFORMANCE** | Communicative  Pleasant  Has a good reason to want the post and is positive about it. | Transferable skills from previous experience |
| **RECRUITMENT REQUIREMENTS** | Satisfactory references  Satisfactory Occupational Health Service report  Satisfactory disclosure check |  |