Job Description

NHS GG&C

Band 3 – Business Support Assistant – Alcohol and Drug Recovery Service

Community Multidisciplinary Team

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| 1. JOB IDENTIFICATION |  |
| Job Title: | Business Support Assistant |
| Responsible to (insert job title): | Resource Manager |
| Reports to: | Admin Officer |
| Department (s): | Alcohol and Drug Recovery Service – Community Multidisciplinary and integrated team |
| Directorate: | Glasgow HSCP - Alcohol and Drug Recovery Service |

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| 2. JOB PURPOSE  The post forms part of the business support team and provides comprehensive, administrative and secretarial service to the Alcohol and Drug Recovery Service multidisciplinary team. The post-holder will be an efficient administrator who contributes significantly to achievement of the role of the service through provision of a variety of administrative and secretarial roles. The post holder will be required to provide an effective and efficient secretarial and administrative service to all members of the team. It is essential that the post holder is a proficient typist with excellent organisational and communication skills with the ability to relate to a wide range of disciplines.    The post holder will be required to deal with referrals and enquiries on a daily basis and also support the generic functions and duties administered within the wider Alcohol and Drug Recovery Service Business Support section as required. |
| 3. ROLE OF THE DEPARTMENT  Glasgow City HSCP is responsible for the provision of primary care and community services to the people of Glasgow City, and for improving health and well being. The HSCP covers the geographical area of Glasgow City Council, a population of 588,470, and includes 154 GP practices, 136 dental practices, 186 pharmacies and 85 optometry practices. The HSCP has 3,140 whole time equivalent (wte) staff, and a combined budget of approximately £520m. Services within the HSCP are delivered in three geographical sectors:  • North East Glasgow with a population of 177,649;  • North West Glasgow with a population of 190,332; and  • South Glasgow with a population of 220,489.  The Corporate and three Sector Offices are the main managerial centres for the HSCP  The primary/ community health service is delivered in Health Centres, Clinics and through a variety of office bases across each of the Sectors.  The purpose of the HSCP is to:   * manage local NHS services; * improve the health of its population and close the inequalities gap; * drive the local implementation of the quality strategy ensuring person centred, safe and effective care; * achieve better specialist health care for its population; * ensure an effective NHS process to engage in community care and children’s service planning; * work closely with Glasgow City Council to deliver effective integrated services where appropriate * lead NHS participation in joint and community planning in Glasgow City; * modernise community health services; * integrate community and specialist health care through clinical and care networks; * deliver effective engagement with primary care contractors; * work with local communities to ensure they influence decisions; and, * ensure patients and frontline health care professionals are fully involved in service delivery, design and decisions   This post is based within an Alcohol and Drug Recovery Team which is part of the wider Glasgow Alcohol and Drug Recovery Service.  Alcohol and Drug Recovery Service in Glasgow have developed rapidly over the past 4/5 years and will continue to adapt to the changes and challenges ahead. Alcohol and Drug Recovery Service deliver care within an integrated setting between Social Work and NHS. Glasgow Alcohol and Drug Recovery Service employ 550 staff with a total caseload of over 10000.  The post holder will be part of the Administrative & Clerical Team within Alcohol and Drug Recovery Service Teams, Glasgow Addiction Service, working directly with the multi-disciplinary/multi-agency team to support the service  The post holder is required to support the delivery of care to those with an addiction problem and should be aware of the vulnerability of this client group.  The post holder will be based in a sector team but work in a variety of settings according to the needs of the service. (eg outreach clinics based in health centres) |
| 4. ORGANISATIONAL POSITION  Resource Manager  To be agreed  Senior Support Officer  Admin Officer  Admin Assistant  Business Support Assistant (this post) |

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| 5. SCOPE AND RANGE  Provision of a confidential, comprehensive and varied administrative and secretarial service to the multidisciplinary team and Business Support Section based within the team/sector.  The post holder is required to use initiative and resource while exercising a high degree of confidentiality, diplomacy and tact. This includes supporting multiple points of access for service users.  The post holder is required to have excellent communication skills, including responding to calls from patients with communication impairment. They are required to ensure that information is passed on accurately and timeously to the team.  The post-holder operates within pre-determined procedures and parameters and is required to act independently, prioritising work with periodic review from supervisor. |

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| 6. MAIN DUTIES/RESPONSIBILITIES  Under the general direction of the management of the Business Support Team (as appropriate) the post holder will be expected to undertake most or all of the following responsibilities:-  General   1. Provide a high quality administrative and secretarial service to the multidisciplinary team. 2. General typing, correspondence and clinical letters as required, including transcription of audio. Supporting medical/non medical prescribers in regular/urgent communications with GPs. 3. Manage diary commitments proficiently, to ensure good time management. 4. Deal with telephone and face-to-face enquiries as received, providing information as required. Direct and prioritise enquiries as appropriate. 5. Receive visitors (including patients and members of the public) to the premises in a polite and helpful way in accordance with local procedures. 6. Book rooms using electronic or paper formats and ensure that non-clinical rooms are set up appropriately. 7. To book interpreters as required for clinical appointments. 8. Arrange and amend appointments for patients both face to face and by telephone.   Mail   1. Receive and arrange the distribution of mail. 2. Process mail for despatch using the appropriate method e.g. internal, royal mail or courier. 3. Monitor e-mail accounts as required and take appropriate actions 4. Receive deliveries and ensure that they are passed to the appropriate recipient   Production of Material   1. Accurately input clinical data which may include outcome of attendance and making arrangements for onward referral. 2. Update standard operating procedures as directed. 3. Undertake photocopying/scanning and circulation of material.   Meetings   1. Maintain diary commitments for team leader. 2. Collate papers for meetings on a timely basis. 3. Assist in making arrangements for meetings/events including booking venue, arranging room layout notifying participants, issue of agenda and supporting papers, drafting of minutes and their circulation. Undertake any necessary follow up action as directed. 4. Taking notes of meetings and producing minute in specified format.   Records/Systems Management   1. Support the prescription management process. Forward planning clinics, generating prescriptions, logging and checking for accuracy using multiple recording systems. All this is done in line with the prescription management guidelines/processes. 2. Support multiple points of access for the team and ensure that referrals are processed and tracked in accordance with established procedures under the direction of the business support manager (local lead). 3. Record new referrals and update ISD waiting times database in line with existing guidelines. 4. Is aware of the requirement to maintain the confidentiality of personal data and applies appropriate systems to preserve the confidentiality of information, following the requirements of the Data Protection and Information Security Policies. 5. Keep records of the issue of keys and loan of equipment to staff members and ensure that valuable items of equipment are kept secure when not in use. 6. Compile records of attendance, enhanced hours, absence and sickness for designated staff using paper or electronic systems e.g. SSTS, E-ESS etc. 7. Extract, collate and summarise data and prepare reports as required. 8. Maintain and keep up to date relevant filing systems (including electronic database systems). This may include professional registrations and medical parking permits. Required to bring to management attention any anomalies/failings of the above. 9. Co-ordinate the rota to ensure the effective cover of the service and escalating as required 10. Administer / co-ordinate Training Programmes as directed.   Procurement   1. Responsible for recording procurement processes e.g. preparing (paper or electronic) indents for approval, recording and monitoring the process of procurement. 2. Responsible for ordering supplies and for stock control, including ordering uniforms and patient equipment as directed. 3. Cash Handling in accordance with Standing Financial Instructions as per NHS. For example – local NHS petty cash.   Staff Responsibilities and Health & Safety   1. Ensure familiarity with all office equipment to enable safe operation of that equipment. 2. Responsible for own health and safety arising from immediate work area and in respect of others to the extent of reporting any defects to line manager and taking reasonable precautions to reduce harm to others. 3. Respond to alarm activations in accordance with agreed protocols. 4. Deal appropriately with any complaints in accordance with agreed local procedures. 5. Responsibility for supporting other administrative staff within the department as a colleague, in providing cross cover on an agreed basis across the team/sector.   Complaints/Feedback   1. Provides information and advice to patients and others on NHS complaints and feedback arrangements. Responds directly to straightforward enquiries or refers matter for consideration by clinical staff/service managers.   7a. EQUIPMENT AND MACHINERY  On a regular (daily basis) post-holder would have cause to use:- Telephone  Personal Computer/Laptop (involving use of Microsoft Word, Outlook, Excel, PowerPoint, and Access)  Projector  Scanner  Network Printers  Facsimile  Photocopier  Alarm Panels  Franking machine  Induction Loop  Laminator  General Office Equipment  7b. SYSTEMS  Required to follow relevant Board and Partnership Policies and Procedures.  Comply with procurement documentation/procedures and ensure response provided to queries arising.  Collate information in response to data collection requests and returns.  Input to systems relating to appointment bookings/room/equipment bookings.  Utilise appropriate computer systems appropriate to role including e.g. CHI, SCI Store, Clinical Portal, Care First, SSTS, e-Ess, EMIS, FM First, DAISy |
| 8. DECISIONS AND JUDGEMENTS  The post-holder will receive supervision as required and will generally operate within established procedures and processes.  The post-holder will determine from established procedures those matters which should be brought to the attention of the line manager and those which can be undertaken independently by self or other team members. |
| 9. COMMUNICATIONS AND RELATIONSHIPS  The post-holder will work with a wide range of individuals including:-  • clinical staff from a range of services  • senior managers and staff from other departments  • Visitors to the offices, including service clients and the public.  • Representatives of External Agencies (whether these be Consultants, Contractors, Local Authorities, Voluntary Sector, Other Health Bodies, Professional bodies)  Communication will be predominately by telephone or face to face and via e-mail.  The post holder will require tact and understanding in responding to individuals with communication difficulties. They may occasionally have to respond to individuals who are upset or antagonistic.  Communication will aim to develop good future working relationships and promote a positive view of the department they represent. |
| 1. PHYSICAL, MENTAL, EMOTIONAL & ENVIRONMENTAL DEMANDS OF THE JOB   Physical  Required to use keyboard/VDU frequently.  Elements of bending and lifting (e.g. when producing documentation in bulk via photocopier, moving equipment, set up of meeting rooms etc)  Carrying files  May need to travel between locations within the Sector.  Mental  Post requires concentration/attention to detail when typing reports or inputting data. Required to meet deadlines.  Emotional  Requires to exercise tact in dealing with all manner of people. Required to react sensitively to distressed staff or public.  Environmental  Generally within standard office environment, but travel to other locations may be required. |
| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  Managing time effectively and prioritising workload where there may be interruptions to planned activity and conflicting demands on time.  Effective interaction with patients and other members of the public. |
| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB  Post-holder:-  • Must show competence in the use of range of computer packages evidenced by experience or formal qualification e.g. ECDL.  • Must show knowledge of working in an office environment and of operation of office equipment and systems. This may be through formal training or work experience.  • Should be willing to participate in short courses or more formal training opportunities to improve skill level e.g. through achievement of SVQ in Administration at Level 2 or 3.  • Requires good command of verbal and written English.  • Requires knowledge of organisation and department gained through prior experience within the organisation, induction or short period of orientation.  • There will be an on-going requirement to have a personal development plan agreed with the manager which will include participation in training and development. |