#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  | **Job Title:** Administrative Assistant (for Public Protection Health Service)**Directorate:** Nurse Directorate**Base:** UHC / Hybrid **Responsible to:** Lead Nurse Public Protection / Business ManagerCAJE No: 800-3453**Number of Job Holders:** **1****Last Updated:** January 2025  |

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| 2. JOB PURPOSE |
| To assist in the provision of a comprehensive, confidential and co-ordinated service for Public Protection Health Team.Assist in the dissemination of highly confidential clinical and non-clinical information within NHS Ayrshire & Arran and the point of contact for colleagues in statutory and voluntary organisations with a role in protecting vulnerable children and adults at risk of harm.To support the aims and objectives of the collection of highly confidential and sensitive data relating to clients; the electronic collection of data and using client information to support the day to day safety and well being and health of clients.To ensure systems, policies, procedures, professional guidance, standards and training strategies are being adhered to and in line with National / Local Guidance.  |

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| **3. DIMENSIONS** |
| Responsible for the dissemination of highly confidential clinical and non-clinical information within NHS Ayrshire & Arran and be the point of contact for colleagues in statutory and voluntary organisations with a role in protecting vulnerable children and adults at risk of harmThe post holder will assist and support healthcare staff and allied agencies to safeguard the welfare of vulnerable children and adults at risk of harm by co-ordinating access to evidence based care, chpublic protection policies, professional support, clinical and caseload supervision and training and education programmes.The post holder will be employed by the NHS Ayrshire and Arran and will work collaboratively with the three Ayrshire and Arran Health and Social Care Partnerships and other national external organisations. |

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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| Responsible that all public protection data is accurate and current; alerted on relevant NHS electronic systems and disseminated to the relevant Health staff.To provide a contact for NHS staff, external agencies, multi-disciplinary personnel, and other relevant parties for matters pertinent to individual departments and/or patient information, re-directing to team members appropriately.To ensure an administrative and confidential service to NHS Ayrshire & Arran Staff through the provision of public protection health services. |

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| 6. KEY RESULT AREAS |
| 1. Responsible for public protection referrals from stakeholders, distribute to relevant named persons, collate appropriate responses; update all health professionals involved and upload onto Care Partner system.
2. Collate and format health chronologies required for public protection and/or Police investigations as/when requested by the Public Protection Advisor.
3. Update and add clients onto the Care Partner system on a daily basis.
4. Co-ordinate multidisciplinary training sessions and workshops for clinical and non-clinical staff monitoring attendance and provision of up-to-date guidance regarding the actions staff must take if they become concerned about an adult. This includes the advertisement, accreditation, documentation and the distribution of all relevant information to ensure effective and efficient events.
5. Handle telephone enquiries from NHS staff and various external agencies, providing information, directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of service delivery.
6. To note problematic issues for staff (internal and external agencies), in a diplomatic manner with the need to acknowledge them sensitively, and forward to appropriate team member.
7. To deal with all information in a professional manner ensuring NHS Confidentiality and Caldicott Policy is adhered to at all times.
8. To undertake routine typing, electronic filing and general admin duties ensuring accuracy is adhered to when dealing with sensitive, confidential information within timescales provided.
9. Prepare PowerPoint presentations and audio-visual aides for the Public Protection Advisors for local and national events.
10. To assist in developing departmental systems, manual and electronic, ensuring that information is easily accessible and to support the team in decision-making and planning process.

Responsible for stationery stock control, including ordering to ensure adequate resources are available.1. To contribute to the department admin procedures and protocols on an ongoing basis. Ensuring the efficient and effective use of appropriate guidelines are implemented.
2. To assist the line manager in providing a safe environment for the team, by identifying repairs and maintenance issues within our offices.
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| 7a. EQUIPMENT AND MACHINERY |
| Ability to operate:* Laptop
* Printers
* Phone
* Scanner
* Fax Machine
 | * Photocopier
* Shredder
* Projector
* Laminator
* Binder
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| **7b. SYSTEMS** |
| **Community Health Index (CHI)**Stores patient demographic information for the whole of Scotland. CHI is used to populate other systems (e.g. Health). It is used to maintain and update patient information and records current immunisation status and schools.**Care Partner System**An electronic adult health records to gather, record and share information on the health needs of patients. Responsible for entering relevant adult protection information e.g. initial referral discussions onto system; uploading various adult protection documentation from internal/external organisations onto system. **AYRshare**An electronic system for sharing highly confidential information with partner agencies.**Symphony**An electronic A&E System used to view and collate A&E attendances for adult protection investigations etc. **Eclipse**An electronic Maternity System used to view and collate maternity information for adult protection investigations etc. **Microsoft Packages**Including MST teams, O365, Outlook; Word; Excel; Access; Publisher; PowerPoint etc in order to send/receive emails, produce correspondence, monitor performance and produce presentations etc.**Intranet**To access information and policies relating to NHS Ayrshire & Arran.**NHS Clinical Mailbox**A secure electronic outlook clinical mailbox used to send and receive highly confidential sensitive adult protection information to health staff from external agencies (Social Work, Police etc). |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The postholder’s workload is generated by a wide variety of sources (internally and externally) and demands of the service; from the Line Manager; Public Protection Lead, Adult Proection Lead and Child Protection Lead and from other team members as and when required throughout the day. The postholder is expected to time manage and prioritise their daily workload.The postholder is required to use his/her own initiative to deal with queries from staff efficiently.The postholder is required to provide any other administration duties as/when required.The postholder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is self-managed and results/outcomes are assessed at agreed intervals.Performance appraisal and personal development planning is undertaken by Line Manager every three months. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The postholder will: * Be responsible for ensuring that strict confidentiality and sensitivity is maintained during all enquiries where information is being provided.
* Be expected to make autonomous decisions on a daily basis re the dissemination of highly confidential sensitive adult protection and vulnerable family’s information involving communicating with multi-agency colleagues as directed by team policy.
* Make own decisions regarding prioritisation of workload throughout the day, general staff/patient enquiries and diary conflicts independently.
* Anticipate and resolve any problems that occur on a daily basis regarding adult protection queries, training issues, changes to documents, collation of report information.
* Ensure highly sensitive information is distributed via the most appropriate system efficiently and in accordance with Clinical Governance Policies.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Constant prioritisation and re-prioritisation of own workload and using own initiative effectively and efficiently with flexibility required to address the high degree of variability in workload throughout the day.
* To balance conflicting sensitive demands and ensure that all matters are addressed and responded to timeously and confidentially.
* Working to tight time schedules whilst ensuring that accuracy and quality standards are maintained with minimal or no supervision.
* Supporting the work of a highly specialised practitioner with a multidisciplinary and multi-agency remit.
* Collation of highly sensitive adult protection data from all sources in a confidential manner. To assist and identify and clarify anomalous data, in respect of accuracy and completing incomplete data from all sources.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| **Internal** **Public Protection Health team –** communicate daily on public protection matters and any other issues relating to the key result areas of the post.**NHS staff** – communicate on matters relating to public protection issues, training and education, and any other issues relating to the job.  **External****Adult and ChildProtection Committee Co-ordinators** – respond to requests for information and action **Health and Social Care Partnerships** – respond to requests for information and action. **NHS 24** – respond to requests for information and action. **Police** - respond to requests for information and action. **Other External Agencies** - respond to requests for information and action.  |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL DEMANDS:**Verbal and written communication skills.Moderate physical effort, as there is an occasional requirement to exert light physical effort for several long periods during the day.Physical demands requires a combination of speed and accurate keyboard skills, word processing, filing, sitting, standing, walking and manual handling skills. **MENTAL DEMANDS:**Maintaining high degree of accuracyBeing able to deal with constant interruptions There is a frequent requirement for concentration where the work pattern is very unpredictable, when inputting sensitive data or producing statistical reports.**EMOTIONAL DEMANDS:**Working to tight timescalesDealing with those who have different prioritiesDealing with unrealistic expectations from the staff and trainersMaintaining a high level of confidentiality and with direct exposure to highly distressing and emotional information via telephone or indirect exposure whilst taking minutes or typing reports concerning adult abuse. Exposure to very rare verbal aggression via telephone from staff or external agencies.**ENVIRONMENTAL DEMANDS:**Required to use VDU equipment more or less continuous on a daily basis. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Knowledge and Qualifications:*** SVQ 3 in relevant subject such as Business Administration
* Excellent organisational and communication skills (both verbal and written)
* Advanced keyboard skills
* Excellent knowledge in the use of computer software packages including Microsoft 365 e.g. Outlook, , Excel, PowerPoint, MSTeams, Publisheretc

**Experience and Skills:*** Experience working within an NHS environment and use of electronic systems
* Strict maintenance of confidentiality
* Excellent telephone skills
* High level of numerical and analytical skills
* Self-motivating
* Flexibility and adaptability
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