**NHS FORTH VALLEY**

**JOB DESCRIPTION**

**1. JOB DETAILS**

Job Title: Team Secretary

Reports to: Administration Services Co-ordinator

Responsible to: Business Administration Manager

Department: Falkirk Health & Social Care Partnership

Integrated Mental Health Services – Older Adult, Psychiatry of Old Age

Location: Falkirk Community Hospital

No of Job Holders: 1

Job Holder Reference: BN-AC-353

**2. JOB PURPOSE**

To deliver an efficient, confidential and professional secretarial and administrative service to the Integrated Community Mental Health Service; including the Integrated Team Manager, Community Psychiatric Nurses, Day Unit staff, Occupational Therapist and wider clinical team.

**3. ORGANISATIONAL POSITION**

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|  | |  | Business Administration Manager | | | | | | | |  |  | |
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|  | | Administration Services Co-ordinator | | | | | | | | | |  | |
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|  | Unit Nursing Staff | | | |  | Unit Staff | |  | Community Psychiatric Nurses | | | |
|  | |  | |  | | |  | | |  | |  | |
|  | |  | Team Secretary | | | | | | | |  |  | |
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**4. DIMENSIONS**

* Provide a high quality confidential secretarial and administrative service to the multi-disciplinary team of practitioners to ensure efficiency in client care.
* Provide cover for other secretarial/admin colleagues, including reception cover.
* Order and maintain office supplies for the department.
* Maintain petty cash float for ICMHS.

**5. KEY DUTIES/RESPONSIBILITIES**

* Responsible for providing a full secretarial service to the Integrated Team Manager, Day Unit Nursing Staff, Community Psychiatric Nursing staff and wider clinical team.
* Administrative support for the Single Referral Pathway; receive and collate all referrals for the Integrated Mental Health Service.
* Check and process referrals according to priority timeframes.
* Compile comprehensive statistical information via SCI Gateway and Single Referral Pathway.
* Respond to receipt of patient referrals and all correspondence appropriately; follow admin process for Single Point of Referral. This involves exercising judgement as to where individual or team correspondence should be directed to, giving non clinical advice where necessary.
* Participate in the weekly team referral meeting; ensuring referrals are processed timeously in accordance with team procedures.
* Exercise judgement in dealing with telephone, e-mails and face to face enquiries which can be complex: utilising tact, diplomacy, initiative, persuasive and empathy skills with all staff groups, clients, relatives, carers, GPs and external agencies; providing information, directing and prioritising enquiries, as appropriate, to ensure efficiency and effectiveness of patient-centred service delivery.
* Maintain health records by ensuring all appropriate documentation and correspondence is filed accordingly, initiating new records as appropriate.
* Exercise judgement in managing mail, which involves dealing with a range of issues, responding where appropriate and directing/prioritising to assist in the efficiency of the service delivery.
* Typing of sensitive information, using audio typing; this includes nursing assessment letters and reports, routine appointments letters and confidential information for the Integrated Team Manager.
* Typing of Minutes, which are distributed to consultants, social workers, GP, and other staff within and outwith department
* Record and register accurately patients on the Patient Administration System, ensuring data quality at all times; record referrals, outcomes, discharges, diagnoses.
* Responsible for Petty Cash floats; also responsible for replenishment of cash indent, liaising with the Cash Office on a regular basis.
* Responsible for ordering and maintaining stationery supplies for department.
* Responsible for maintaining electronic room booking system for the unit (booking of rooms for appointments/groups).
* Maintenance of efficient and effective filing system ensuring that files are readily available and actioned through bring forward and follow up systems.
* Responsible for mail in and out, internal and external, including parcels and deliveries of cash, Health Maintenance Stores, Stationery Supplies, etc.
* Working within a team environment, providing cover for secretarial/admin colleagues, including providing reception cover when required.
* The job description is not exhaustive and may be amended in consultation with the post holder. It should be revised whenever major changes have been agreed to the post and should be reviewed as part of the annual review process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.

**6. SYSTEMS AND EQUIPMENT**

* Unit security alarm system.
* IT equipment - VDU and printer.
* Multi-function device
* IT systems, including Microsoft Word, Excel, Access, PowerPoint; NHS mail, Intranet and Patient Administration System.
* SCI Gateway (accessing referrals)
* Single Referral Pathway Database
* PECOS – ordering stationery for the unit
* G2 Digitial Dictation / Electronic Document Management System (EDMS)

**7. ASSIGNMENT AND REVIEW OF WORK**

* Responsible to Business Administration Manager
* Follow standard policies and procedures.
* Line management support is provided by the Administration Services Co-ordinator.
* The post holder is expected to manage workload unsupervised and use own initiative, knowledge and experience to make decisions, sometimes complex, regarding workload priorities, patient enquiries and diary conflicts independently.
* Be jointly responsible with manager for own personal development including developing a personal learning plan, taking part in ongoing training (including training deemed mandatory by the organisation) and agreeing objectives in accordance with Agenda For Change Knowledge and Skills Framework.

**8. COMMUNICATIONS AND WORKING RELATIONSHIPS**

* Communications by telephone daily; this includes speaking with patients who have mental health problems; staff, clients, carers, external staff and workers, tradesmen, drivers, also GPs, other nursing/medical staff. Occasional contact with Procurator Fiscal, and Mental Welfare Commission Officers.
* Communicates with external agencies, i.e. General Practitioners, Hospital Consultants, Social Services, Local Government Offices (DVLA, Benefits Agency), Solicitors, Sheriff/Procurator Fiscal, Court Officials, Police, Prison, Mental Welfare Commission, Scottish Executive, Support Agencies both statutory and non-statutory e.g. SAMH, Action in Mind.
* Communication by telephone/written/face to face/email, using persuasion, tact and empathy.
* Face to face contact daily with patients with mental health problems, carers, Medical Staff, Nursing Staff. First point of contact; information can be sensitive, there may be barriers to understanding (e.g. hearing impairment, language, mental health problems) as well as potential for aggression, e.g. Nursing appointments being changed or cancelled, or clients being told they do not qualify for travel expenses etc. Tact, persuasive skills and a calm manner are needed.
* Maintain a professional manner when dealing with patients/relatives/carers and staff ensuring patient confidentiality at all times.
* Communications by email, fax, mail and Intranet.
* Communication with Health Records in respect of case notes.
* Accessing other Departments, both internal and external e.g. Estates Department.
* Use of Type Talk when required, for people with hearing impairment.

**9. PHYSICAL DEMANDS OF JOB**

* Requirement for speed and accuracy in work, advanced keyboard skills.
* Sitting for long periods, answering telephone, taking messages, operating computer.
* Moving and storing of stationery items as required, including lifting, carrying boxes of 5 reams of paper (12.2kgs) and green boxes full of client files.
* Exposure to occasional aggression, including verbal aggression from patients with mental health problems and forensic background/relatives/carers, on telephone and face to face.

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

* Frequent contact with mental health patients with challenging behaviour ensuring safety procedures and practices are followed to maximise personal and team safety at all times.
* Concentration is required frequently for long periods, the work pattern is not predictable and there are frequent interruptions.
* Frequent exposure to clinical, personal and social information, which at times may be disturbing or distressing.
* Concentration required when giving out petty cash, travel cash and/or indenting, with frequent interruptions.
* Working within an environment which has panic alarms, including personal alarms, due to possible threat of aggression and/or violence.

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

* Minimum qualification of HNC in a related field, or equivalent.
* 3 – 5 years secretarial/admin experience in a similar role.
* Advanced audio typing and word processing skills.
* Knowledge of full range of secretarial procedures.
* Knowledge of software programmes: Microsoft Office suite, PAS systems, NHS mail and Intranet.
* Familiarity with medical and psychiatric terminology.
* Excellent communication and interpersonal skills.
* Familiar with NHS Forth Valley policies and procedures.
* Ability to prioritise own workload.
* Ability to use initiative and deal with difficult situations with minimal supervision.

**12 JOB DESCRIPTION AGREEMENT**

**Job Holder’s Signature:**

**Date:**

**Head of Department Signature:**

**Date:**