

JOB DESCRIPTION AND PERSON SPECIFICATION FOR:	Administrative Team Leader CHS
AGENDA FOR CHANGE BAND:	4
HOURS AND DURATION;	As specified in the job advertisement and the Contract of Employment
	2037
DBS LEVEL:	Not required
REPORTS TO:	Professional Admin Lead
ACCOUNTABLE TO:	Professional Admin Lead / Operational Manager
LOCATION:	The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.

JOB SUMMARY:

To lead, manage and develop an administrative team within a rapidly changing and developing business environment that is patient, neighbourhood and service co-ordination focused, provided from multiple bases as needed, to support clinical service delivery and effective management of available resources.

MAIN DUTIES AND RESPONSIBILITIES:

1. Communication

- 1.1. To use a variety of communication skills and to promote and develop these within the team, to present information, develop positive working relationships and manage issues and problems to ensure the smooth administrative service provision and improvement in patient care.
- 1.2. To be a point of contact for Service Users and create, maintain and enhance effective customer relations, both internally and externally, including exchanging information and proactively solving complex problems as required. To ensure effective and efficient management of service delivery, dealing with and taking appropriate action in respect of concerns and complaints.
- 1.3. To design, develop and implement plans with the Professional Admin Support Lead for staff induction and job training and ensure that activities are co-ordinated and delivered.
- 1.4. To establish and maintain formal and informal communication routes with the designated team to facilitate e.g. team briefing, monitoring of performance, mentoring, training and problem solving

2. Planning and Organisation

- 2.1. Develop, agree, implement and adjust staff activities as needed to ensure administrative responsibilities are met, monitoring quality and throughput of work to meet work priorities, deadlines and standards. This will include business continuity plans.
- 2.2. Develop, maintain and review administrative standard operating procedures and working practices that optimise effort, sustain and improve quality standards and contribute to service delivery ensuring team training and ongoing audit of associated quality standards.
- 2.3. To contribute ideas and administrative expertise to facilitate continuous improvement of services, this may include participating in work groups and project teams to bring about business efficiencies, development and change.
- 2.4. To be responsible for maintaining nhs.net email account access and to be a SystemOne Champion.
- 2.5. Responsible for partially approving / completing the health roster, for final approval by Professional Admin Lead.

3. Staff Management

31. To develop and motivate a team that is responsible for an aligned area of service provision, ensuring the clarity of remit and responsibility is understood to enable the effective administration of clinical/ corporate activities.
32. To line manage the administration team within the area of responsibility, delegating work responsibilities and monitoring performance to ensure standard operating procedures are met.
33. To undertake duties that promote and support health and safety including carrying out and recording risk assessments including Display Screen Assessments, to ensure a safe working environment.
34. To ensure an annual staff appraisal is carried out and that training and personal development needs are planned, monitored and met.
35. Supervise and manage areas of work undertaken by administrative support staff within the division as required, offering advice and leadership where appropriate to both teams and individual members of staff.
36. Maintain and update staff organisational records for the Professional Admin Lead, e.g. holidays, sickness, expenses etc.
37. To be responsible for working with the Professional Admin Lead, Operational Manager and Hub lead for recruitment and selection; absence, grievance and disciplinary matters in line with Trust policy and procedure.
38. To support the Professional Admin Lead to design, develop and implement plans for staff induction and job training and ensure that activities are co-ordinated and delivered (this may include plans for students, trainees and new clinical team members), this will require that records are maintained.
39. To be responsible and work with the Professional Admin Lead for managing recruitment and selection; absence, grievance and disciplinary matters in line with Trust policy and procedure.

4. Patient Care and Information Resources

41. Work on own initiative to instigate, respond to and undertake work to assist the Professional Admin Lead and Hub Lead across all areas of their responsibility, ensuring work is managed and that service quality, standards and targets are met.
42. Develop systems and processes, ensuring communication with clinical staff takes place to ensure a high quality service is delivered, which is integrated with other administrative teams and service pathways where appropriate.
43. Ensure the team's effective management of referrals, appointments, and rosters, monitoring capacity and demand on behalf of the service managers and alerting them to shortfalls in a timely manner.

44. Ensure patient communications meet Trust policy and divisional standards in terms of content, format and timeframes.
45. To monitor and report on service performance standards and targets and where not met to work with others to identify and agree corrective actions and implement these, ensuring that performance reporting is planned, evidence that data is validated and provided within deadlines.
46. To accurately maintain and keep secure patient health and staff records/ systems, whether in electronic or paper format, in line with policy and standard operating procedure, to ensure data quality, confidentiality and compliance with the Data Protection Act 1998.
47. To respond to and escalate risks, incidents and concerns including the completion of incident reports etc. to enable actions and lessons learnt to be implemented within the work area and beyond as needed.

5. Financial and Physical Resources

51. To ensure controlled stationery e.g. prescriptions are handled in line with standard operating procedure and Trust policy.
52. To handle petty cash claims, monies and associated documentation and be an authorised signatory for small cash/ financial payments as needed to support the functions of the work area.
53. The sourcing and ordering of goods and services; in line with best practice including stock control; monitoring the progress of orders; confirming quality and quantity, planning for delivery/ installation, receipting and dealing with discrepancies/ quality issues in a timely manner. Keeping records of orders for the purpose of reconciling information with and validating invoices. This will ensure that resources will be available and within financial limits.
54. To maintain, monitor and create inventories where appropriate of office and clinical equipment in line with standard operating procedures and risk assessments to track assets and ensure their safe and effective use e.g. systems that support the medical devices policy.
55. To ensure appropriate storage, disposal and management of clinical and non-clinical waste and products in line with Trust policy.

6. Policy and Procedure

61. To work in line with Trust policy and to take an active role in maintaining and revising standard operating procedures for this role and the team to ensure consistent and effective working practices in line with policy and service need.
62. To comment on and propose changes to policy, standard operating procedures, and proposals to ensure that these are practical and operable.

7. Research and Audit

- 7.1. To record and provide data to support audit and evaluation activities.

8. Other

- 8.1. To undertake any other duties required by a Professional Admin Lead appropriate to the banding and relevant to the role.

KEY RESULTS AREAS

- 1 Lead and manage a team in collaboration with the Professional Admin Lead to ensure staff are skilled to deliver the service requirements. Keep abreast of the fast paced and pressurised agenda of the administrative service, assisting in the implementation of change.
- 2 Establish and maintain effective lines of communication with the team, line management and clinical services to allow for the transfer of information and knowledge.
- 3 To ensure the recruitment, selection, induction, training and ongoing performance management of aligned staff in collaboration with the Professional Admin Lead. Delegate and distribute work and monitor the activities of the aligned team to ensure effective cover and completion of work duties and responsibilities.eg includes staff rosters, cover arrangements etc.

- 4 Develop and maintain efficient and effective integrated systems, processes and standards in conjunction with others eg Hub managers, service managers, staff within the team and neighbourhoods etc. To support the delivery of high level administrative services to support clinical activity. To review and revise these in line with changes in policy, guidance, incidents or inability to achieve targets.
- 5 Develop the administrative workforce, with support from the Professional Admin Lead to meet the transformation challenges of the division and provide for succession.

- 6 To contribute to the delivery of quality standards, targets and KPI's for the service area by ensuring that through performance monitoring in line with standard operating procedures.

COMMUNICATION AND WORKING RELATIONSHIPS

- To act as a key point of contact for the team and service area
- CHS Parents/Carers
- CHS staff and managers
- The wider Leicestershire Partnership Organisation
- Other NHS Organisations
- Other external agencies such as schools and GP Practices.

ENVIRONMENTAL FACTORS

1. Physical Effort

- 1.1. Sitting in a restricted position-using a computer.
- 1.2. Lifting equipment, manual files, boxes of papers and using a foot stool and step ladder to retrieve/return documents and files
- 1.3. Driving to venues may be required to support the work of the service area and cover of administration in the absence of colleagues

2. Mental Effort

- 2.1. Unpredictable, busy work environment, prioritising workload will be essential.

3. Emotional Effort

- 3.1. Exposure to distressing or emotional circumstances may occur indirectly.

4. Working Conditions

- 4.1. Busy office environment, requirement to travel as part of the job.
Regular Display Screen Equipment use.

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

ADDITIONAL INFORMATION:

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

MOBILITY:

The person specification for the role will detail the mobility requirements of the post. However, employees may be required to work at any of the other sites within the organisation subject to consultation.

POLICIES AND PROCEDURES:

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements

SAFEGUARDING CHILDREN AND ADULTS:

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust's requirements under relevant legislation.

MENTAL CAPACITY ACT:

All clinical staff will be aware of their responsibilities under the Mental capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

MAKING EVERY CONTACT COUNT:

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

HEALTH AND SAFETY:

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description.

All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

DATA PROTECTION:

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information. The post holder must be familiar with and comply with the Eight Data Protection Principles contained within the Data Protection Act 1998.

Personal Data must be:

- Processed fairly and lawfully
- Processed for specified purposes
- Adequate, relevant and not excessive
- Accurate and kept up-to-date
- Not kept for longer than necessary
- Processed in accordance with the rights of data subjects
- Protected by appropriate security
- Not transferred outside the EEA without adequate protection

CONFIDENTIALITY:

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.

Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection. With the increased use of information technology and e-communications, staff should also be aware that safe guards are in place to protect the privacy of individuals when using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.

All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis

5. Everyone must understand his or her responsibilities
6. Understand and comply with the law
7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

EQUALITY AND DIVERSITY:

We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area.

INFECTION CONTROL:

All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control.

COUNTER FRAUD:

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

SMOKING AT WORK:

The Trust has a "Smoke Free Policy", which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

ELECTRONIC ROSTERING:

'Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role'.