JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Administrator (Mental Capacity Act) |
| **Reports to** | MCA Lead/Nurse Consultant Safeguarding Lead |
| **Band** | AfC Pay scale 4 |
| **Department/Directorate** | Integrated Safeguarding Team |

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| **JOB PURPOSE** |
| To provide all aspects of secretarial and administrative duties to the MCA/LPS/Integrated Safeguarding Team.  Duties will include diary management and prioritisation of appointments, audio typing of letters and reports, minute taking, preparation of agendas and associated papers. The post holder is responsible for managing their own workload, which may include financial, and personnel administration and assisting in the organisation of the Integrated Safeguarding teams’ workload.  The role will include the development and management of the Liberty Protection Safeguards process throughout the Trust and in conjunction with the MCA/LPS Lead/Nurse Consultant Safeguarding Lead which may include close working with multi agency partners and other organisations.  Northern Devon Healthcare NHS Trust is a Responsible Body (MCA (Amendment) Act 2019). This role will include the day to day management of databases and all processes associated with these statutory responsibilities. The post holder will be expected to cover the safeguarding administrators and undertake the day to day management of databases which record safeguarding incidents, processes and associated documents. The post holder will be expected to undertake audit preparation, produce reports and have a good knowledge of hospital reporting systems.  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To support the MCA/LPS Team with all areas of administration including but not exclusively: diary management, audio typing, medical letters and reports, minute taking, agenda preparation, database management, updating the intranet and newsletter publishing, recording of MCA assessments, setting up and administration of DoLS and LPS processes and dealing with associated documents. * Fully manage and support the development and introduction of the MCA and LPS process throughout the Trust in conjunction with the MCA Lead/Nurse Consultant Safeguarding Lead. * Support the other members of the secretarial /MCA team to cover their roles and responsibilities. * Provide and receive routine information requiring tact or persuasive skills. * Provide and receive complex or sensitive information and provide advice, instruction to individuals. * Exchange information with patients, relatives and staff on a variety of departmental matters and procedures, including anxious patients and relatives, or those with cultural or language difficulties. * Communicate complicated administrative information to staff from other departments, and/or external contacts. * Induction of new staff and maintaining of working relationships with own and other departments. * Communicate complex, sensitive, contentious information with a range of stakeholders, including where persuasion or negotiation is required. * Audit preparation, produce reports and have a good knowledge of reporting systems. |
| **KEY WORKING RELATIONSHIPS** |
| **Areas of Responsibility:**  The post holder will be based both at the North Devon District Hospitaland Barnstaple Health Centre and will provide administrative support to the safeguarding team and MCA / LPS team.  The post holder will fulfil all tasks and work as part of a team. The post holder will have delegated responsibility for supervision of staff within the team*.* To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager.  Speciality Specific Information:   * Due to the nature of this position, there would be an expectation that post holder will receive regular safeguarding supervision from the MCA/LPS Lead / Nurse Consultant Safeguarding Lead. * In the absence of the MCA/LPS Lead / Nurse Consultant Safeguarding Lead, the post holder will be responsible for signposting staff to the correct services in relation to safeguarding, MCA/LPS queries and advice.   **No. of Staff reporting to this role:** 1   `  The post holder is required to deal effectively with staff of all levels throughout the Trust.  In addition the post holder will deal with the wider healthcare community, external organisations and the public.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Paediatric Consultants | * MASH | | * Safeguarding Team Nurses | * Childrens Social Care | | * Safeguarding Team | * DCFP | | * Wards & Departments within the Trust * Community Teams * Administration Teams * MCA/LPS Team * RDE Safeguarding and MCA/LPS Teams | * Family Health Services * Adult Social Care * Police * Southwest NHS Trust MCA/LPS Teams * CCG MCA/LPS Team * Local authority MCA/LPS teams | |

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| **ORGANISATIONAL CHART** |
| |  | | --- | | Director of Nursing  Nurse Consultant Safeguarding Lead  MCA Team Administrator  (This post)  MCA Team Administrator  MCA Project Support Officer/ Administrator  MCA Lead | |
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| **FREEDOM TO ACT** |
| To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.  The post holder is managed MCA / LPS Lead and will organise their own day to day activities and tasks and allocate to staff as appropriate and will arrange staff cover as and when necessary. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisations standards of customer care. They will welcome visitors and deal with patients, their families and advocates in a confidential and sensitive manner. This could be face to face or over the phone and may require tact, persuasion and negotiation skills to exchange information relating to all aspects of the patients’ care.  They will also provide and receive complex or sensitive information and give advice and instruction to individuals. The post holder will exchange information with patients, relatives and staff on a variety of departmental matters and procedures, including anxious patients and relatives, or those with cultural or language difficulties and communicate complicated administrative information to staff from other departments, and/or external contacts.  To courteously and efficiently receive enquiries (including telephone calls), taking messages and ensuring that these are passed on to the appropriate person. To communicate effectively with staff and clients within partner agency organisations in a confidential and sensitive manner. This may include GP’s, healthcare professionals, hospital departments, external agencies and referral centres.  The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and listening to and supporting others. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Judgements on facts requiring interpretation and comparing options which may involve exercising judgement when dealing with patient, staff or external contacts. Resolving minor problems with regard to patient records, personnel and payroll. Ability to use initiative and take appropriate action in absence of team/manager. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The ability to work using own initiative, prioritise and manage time effectively to meet deadlines. The post holder will be responsible for diary management, collation and distribution of case notes.  The post holder will have close working relationships with all areas within the Trust where patients may be deprived of their liberty. This may involve liaison between these departments and the LPS Team in order to manage the statutory responsibilities of the Trust.  The post holder will plan and organise meetings with other professionals/agencies. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers. |
| **POLICY/SERVICE DEVELOPMENT** |
| Participate in policy and service development. Follow Trust policies, make comments on proposals and implement administration policies and proposechanges to working practices for their own area. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| The post holder will receipt deliveries and monitor stock levels of stationery and equipment.  To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use. |
| **HUMAN RESOURCES** |
| Maintain and update own training relevant to post. Take an active part in the development review of own work suggesting areas for learning and development in the coming year.  Demonstrate duties to new starters, and allocate and check work of other administrative staff. To provide support for the recruitment process and to deliver on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year. |
| **INFORMATION RESOURCES** |
| Daily use of IT programmes relevant to the work area including medical records systems. Responsible for records management (creation, storage, archive, retrieval of records) in line with Trust policies and procedures. The post holder will modify systems and processes during the continual review for efficient services.  To develop manage and monitor all databases relevant to the role.  The post holder will transcribe minutes of meetings and medical notes/letters. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust’s requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| The post holder will have advanced keyboard skills for the purposes of audio typing. |
| **PHYSICAL EFFORT** |
| Combination of sitting, standing, walking/ frequent sitting or standing in a restricted position; Occasional moderate effort for several short periods. Keyboard work for long periods; lifting case notes; pushing notes trolleys; moving equipment. Undertaking a range of duties covering for other admin staff during sickness, absences and annual leave. This may involve travelling and working in other units. |
| **MENTAL EFFORT** |
| Frequent need for high levels of concentration; work pattern unpredictable. Interruptions from medical staff, external agencies and competing priorities. |
| **EMOTIONAL EFFORT** |
| Exposure to distressing or emotional circumstances is indirect but frequent. Type documents of a distressing nature, may deal with distressed patients or bereaved relatives. Deal with staffing issues. |
| **WORKING CONDITIONS** |
| Use VDU equipment more or less continuously. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.  Contribute to and work within a safe working environment.  You are expected to comply with Trust Infection Control Policies and conduct yourself at all times in such a manner as to minimise the risk of healthcare associated infection.  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Administrator (Mental Capacity Act) |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good Standard of Education  Relevant keyboard qualification (Advanced) i.e. RSA III  NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent experience  Additional relevant knowledge acquired through further experience | E  E  E  E |  |
| **KNOWLEDGE/SKILLS**  Effective interpersonal, organisational and communication skills  Advanced IT/Keyboard skills including use of Word, Outlook, Powerpoint and Excel. Audio typing.  Ability to manage own workload and to supervise the workload of others and ability to delegate tasks  Knowledge of the Mental Capacity Act 2005 Responsible Body requirements | E  E  E  D |  |
| **EXPERIENCE**  Proven clerical/administrative experience within customer care environment working at a senior level  Experience of supervising lower banded staff  Previous NHS/Social Services experience | E  D  D |  |
| **PERSONAL ATTRIBUTES**  Reliability and flexibility, able to contribute to changing demands of the service.  Effective interpersonal, organisation and communication skills  Willing to undertake training relevant to the post.  Ability to work within a team and delegate tasks to and supervise lower bands.  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | F |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y | R |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  | M |  |
| Mental Effort | Y |  |  |  | F |
| Emotional Effort | Y |  |  |  | F |
| Working in isolation | Y |  |  | M |  |
| Challenging behaviour | Y |  | O |  |  |