

JOB DESCRIPTION

Job Title:	Administrator
Band:	3
Responsible To:	Specialist Services Business Manager
Accountable To:	General Manager
Section/Department/Directorate:	(Devon and Cornwall SARC Service, Specialist Services

Job Purpose:

The post holder will fulfil all tasks associated with the smooth running of the administration department, liaising with other departments as necessary. As well as dealing with requests to access health records, diary management, typing letters and reports, note taking, operating a bring forward system and preparation of agenda's and associated papers, the post holder may be required which may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration.

The Sexual Assault Referral Service (SARC) supports all people in Devon and Cornwall who have experienced rape or sexual assault. We provide a range of services including forensic examination, medical assessments and counselling for adults and children who have suffered sexual harm. The admin function supports the efficient delivery of the service, supporting the clinical and managerial teams in their day to day work. This will include answering the telephones, taking minutes, data entry, managing diaries and other admin related tasks as required.

Context:

The Administrator will be based in the Sexual Assault Referral Centre department and will provide administrative support to the SARC Team and Service

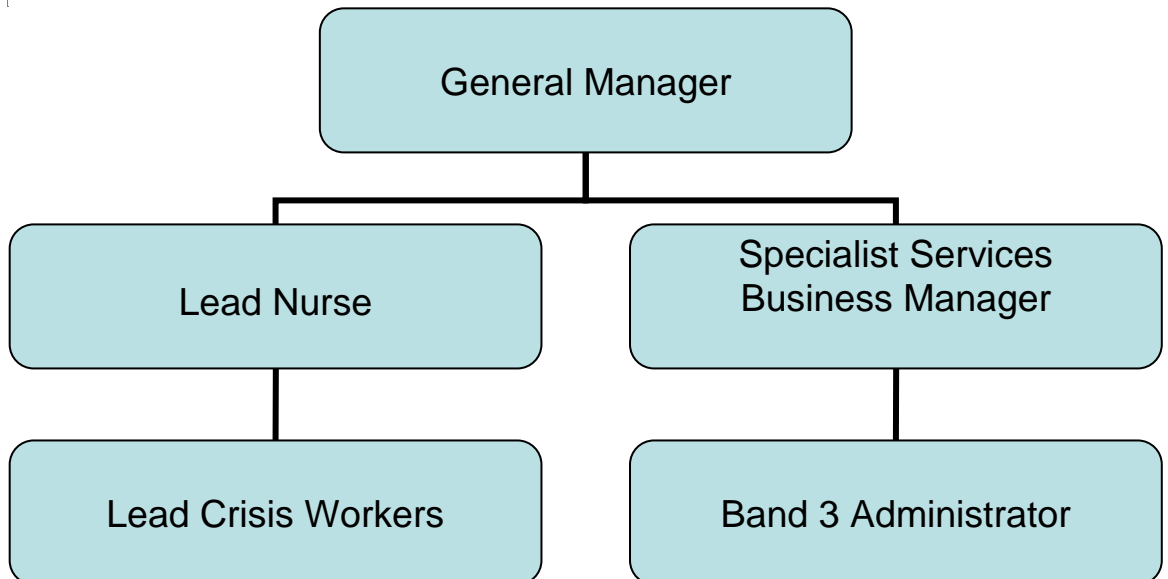
The post holder will fulfil all administration tasks and work as part of a team and may be delegated responsibility for supervision of staff in lower bands and be involved in recruitment and selection of admin staff. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager.

Speciality Specific Information:

Act as the first point of contact for the Service dealing with service users, health professionals, the Police and members of the public; deal with queries efficiently ensuring messages are passed to the relevant staff; meet and greet visitors when appropriate; order and receipt stationery; take minutes where required; arrange meetings and coordinate diaries; circulate child protection reports, audio typing; liaise with SARC staff on a regular basis; travel to other SARC offices when required; carry out other duties as designated by the SARC service team within the general scope of the job description; work as part of a team and maintaining office function in the absence of other staff members.

Key Working Relationships:

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Organisational Chart:**Key Result Areas/Principal Duties and Responsibilities:****Communication and Relationship skills**

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.

To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public.

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 to listen and support others.

Analytical & Judgemental skills

Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.

Planning and Organisational Skills

The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs.

Coordination of diaries and regularly arrange meetings.

Circulation of child protection reports.

Physical skills

Use advanced keyboard skills to operate Trust computer systems.

Responsibility for Patient/Client Care

The post holder is required to put the patient/service user, 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.

Responsibility for Policy and Service Development

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

Responsibility for Financial and Physical resources

To monitor stock levels of stationery, receive deliveries and report maintenance faults.

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.

The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient's property.

Responsibility Human Resources

Maintain and update own training relevant to post.

Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.

Provide 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.

Responsibility for Information Resources

Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.

Responsibility for Research and Development

Comply with Trust requirements and undertake surveys as necessary to own work.

Decision Making

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.

Physical Effort

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

Mental Effort

The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.

The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.

Emotional Effort

Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.

There will be exposure to distressing or emotional circumstances, for example, typing letters/reports of a distressing nature.

Working Conditions

Use display screen equipment for substantial proportion of working day.

GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

The Trust operates a 'non-smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

STAFF HEALTH AND WELLBEING

You must take responsibility for your workplace health and wellbeing:

- Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
- 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.

If you are a line manager, in addition to the above, it is expected you will:

- Champion health and wellbeing.
- Encourage and support staff engagement in delivery of the service.
- Encourage staff to comment on development and delivery of the service.
- Ensure during 1:1's / supervision with employees you always check how they are.

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION

POST : Administrator

REQUIREMENTS	E/ D*	HOW TESTED? Application Form/Interview/ Reference/ Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS/SPECIAL TRAINING :</u> Good Standard of Education NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience Relevant keyboard qualification i.e. RSA III	E E E	Application Form Application Form Application Form		
<u>KNOWLEDGE/SKILLS:</u> Effective interpersonal, organisational and communication skills Advanced IT/Keyboard skills Ability to manage own workload and to supervise the workload of others Ability to delegate tasks	E E E E	Interview Skills Test Interview Interview		
<u>EXPERIENCE:</u> Proven clerical/administrative experience within customer care environment Experience of supervising lower banded staff Previous NHS/Social Services experience Cash management	E D D D	Application Form/Interview Application Form Application Form Application Form		
<u>PERSONAL REQUIREMENTS:</u> Reliability and Flexibility, able to contribute to changing demands of the service.	E	Interview		

Willing to undertake training relevant to the post.	E	Interview		
Ability to work within a team and delegate tasks to and supervise lower bands.	E	Interview		
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	Interview		
<u>OTHER REQUIREMENTS:</u>				
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	Interview		
Ability to travel to other locations as required	E	Interview		

* Essential/Desirable

HAZARDS :					
Laboratory Specimens Proteinacious Dusts		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Blood/Body Fluids		Dusty Environment		VDU Use	x
Radiation		Challenging Behaviour	x	Manual Handling	x
Solvents		Driving		Noise	
Respiratory Sensitisers		Food Handling		Working in Isolation	
Cytotoxic drugs		Night working			