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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | MCA Administrator |
| **Reports to** | MCA Project Support Officer/ Administrator |
| **Band** | AfC Pay scale Band 4  (Subject to banding and formal job matching) |
| **National Job Profile used** | This Job description is subject to formal review |
| **Department/Directorate** | MCA/LPS Team, Specialist Services |

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| **JOB PURPOSE** | |
| To provide all aspects of secretarial and administrative duties to the MCA Team. Duties will include diary management and prioritisation of the team’s workload allocating and sharing work to the practitioners. It will include taking queries/ concerns/ referrals from staff and deal with them in an appropriate manor. It will require 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 Menta l capacity teams’ workload.  Royal Devon and Exeter 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 undertake audit preparation, produce reports and have a good knowledge of hospital reporting systems. | |
| **KEY WORKING RELATIONSHIPS** |  |
| **Areas of Responsibility:**  The post holder will fulfil all tasks and work as part of a 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 supervision from the MCA/LPS Lead or MCA/LPS Project Support officer. * In the absence of other members of the MCA/LPS Team, the post holder will be responsible for signposting staff to the correct services in relation to, MCA/LPS queries and advice or to escalate safeguarding concerns to Safeguarding Team. * The post holder will be expected to review Deprivation of Liberty Safeguards (DoLS) / Liberty Protection Safeguards (LPS) authorisations/ referrals. The review will ensure the authorisation meets legal compliance. The post holder will be provided training to be able to undertake this and will be closely supported and supervised by the MCA/ LPS Lead, senior practitioners and Project support officer. * The post holder will be trained and supported to understand the Mental Capacity Act and be able to assist staff across the trust in identifying when someone may lack capacity. * The post holder will be trained and supported to understand what a deprivation of liberty is and be able to assist staff across the trust in identifying when someone may lack capacity   **No. of Staff reporting to this role:** 0   `  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:   * MCA/LPS Team * Safeguarding Team * Children’s Social Care * Adult Social Care * Safeguarding Admin * Wards & Departments in the acute and community Trust * Administration Teams * NDHT Safeguarding and MCA/LPS Teams * Paediatric Consultants * Police * South West NHS Trust MCA/LPS Teams * CCG MCA/LPS Team * Local authority MCA/LPS teams * External Advocacy provisions  |  | | --- | |  | | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| * To support the MCA/LPS Team with all areas of administration including but not exclusively: diary management, uploading of documents to electronic records, audio typing, medical letters and reports, minute taking, agenda preparation, database management, referral management, updating the intranet and newsletter publishing, recording of MCA assessments, setting up and administration of LPS processes and dealing with associated documents.      * Support the other members of the MCA/LPS 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. * Maintain good working relationships with own team 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. * CQC notifications for Deprivation of Liberty Safeguards (DoLS) and LPS | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| The post holder will be required to adhere to the Trust’s 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 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. | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| Judgements on complex 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.  . | |
| **PHYSICAL SKILLS** | |
| The post holder will have advanced keyboard skills for the purposes of typing meeting minutes | |
| **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 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 electronic 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 in conjunction with others 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. | |
| **FREEDOM TO ACT** | |
| * To take part in regular performance appraisal * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling * To contribute to and work within a safe working environment * Provide cover in periods of absence as directed by department manager, this may involve moving to other areas   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. | |
| **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. | |
| **APPLICABLE TO MANAGERS ONLY** | |
| Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.  All managers hold the responsibility of the health and safety and wellbeing of their staff.  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. | |
| **THE TRUST- VISION AND VALUES** | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that 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.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462 | |

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| **POST** | MCA Administrator |
| **BAND** | 4 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good general education.  Able to demonstrate a good command of English language, verbal and written.  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 | D |
| **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 |
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| **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  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E  E |  |
| **OTHER REQUIRMENTS**  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 | Y |  |  |  | F |
| 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 | R |  |  |  |
| Mental Effort | Y |  |  |  | F |
| Emotional Effort | Y |  |  | M |  |
| Working in isolation | Y |  |  | M |  |
| Challenging behaviour | Y |  |  | M |  |