

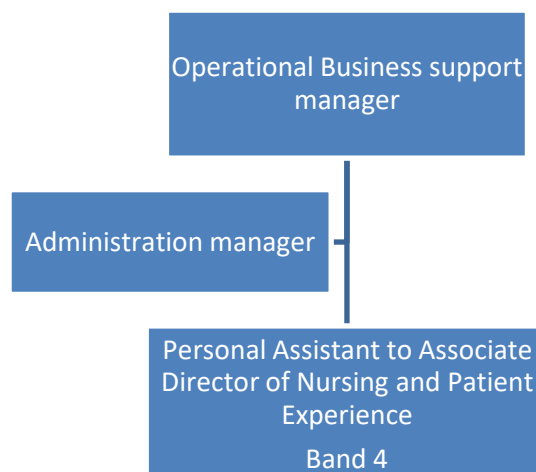
AFC Reference:	MHC/0144
Job Title:	Personal Assistant to Associate Director of Nursing and Patient Experience
Band:	4
Division/ Service:	Mental Health Care division
Accountable to:	Administration manager
Responsible to:	Operational Business support manager

JOB OUTCOMES

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high-quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers.
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

ORGANISATIONAL CHART



JOB PURPOSE

The postholder will be required to provide a comprehensive, confidential, efficient and effective secretarial/administrative support to the Associate Director of Nursing and Patient Experience with additional support to senior managers within the Adult Mental Health Directorate as and when required.

To ensure that all expected requirements are carried out efficiently and in a timely manner to facilitate all aspects of the day-to-day management of the service.

To have confidence and the ability to work on own initiative with minimum of supervision.

KEY RESPONSIBILITIES:

1. To receive in and record all aspects of incoming mail (postal, email) ensuring that all urgent issues are brought to the Associate Director's attention for immediate action. Use initiative and take action on aspects of mail that require further enquiries before passing to the Associate Nurse to respond.
2. To deal with a variety of incoming telephone calls in a professional manner and record appropriately, using initiative to deal with matters where possible, taking messages and redirecting calls as appropriate. This may include dealing with service users and their relatives in distressed circumstances. In these instances, the use of tact and empathy is essential.
3. To produce a variety of documents, letters, memos and reports using Microsoft Office and other IT packages as requested. Typing can be by audio, manuscript, copy or dictation.
4. To manage and maintain the Associate Director's electronic diary and utilise his/her time in the most effective way. This will involve the exercise of tact and persuasion to ensure that, as far as possible, the Associate Director's availability takes priority. Where appropriate, manage the diaries of other members of the Mental Health Care Division Management Team in the same way.
5. To have overall responsibility for administration of meetings such as organising dates, times, venues and order refreshments as required. Prepare agenda and papers for all meetings chaired by the Associate Director and ensure that all paperwork pertaining to these meetings is available and distributed on time. Attend these meetings and produce minutes within agreed timescales. Ensure minutes are circulated once ratified to appropriate group.
6. To maintain a Bring Forward system to ensure that all papers and agendas are ready for meetings at which the Associate Director attends.
7. Ensure a system is in place to follow up any outstanding queries, comments and actions. Retrieve these issues on a weekly basis and take relevant action, ensuring that the Associate Director is kept aware of actions taken at all times.

8. To arrange and organise hospitality and/or overnight accommodation if required and make necessary travel arrangements.
9. To manage and maintain a robust filing system for the Associate Director to facilitate easy access to information as and when required.
10. To undertake general secretarial duties such as photocopying, use of facsimile, as well as dealing with any project work as and when required.
11. To record all sickness, annual leave and other absences on behalf of the Associate Director. Make full use of the payroll system.
12. To complete all purchase requisitions with regard to non-stock and stationery items (unlimited value). Make use of the SBS and NHS Logistics ordering systems. Ensure that all invoices and supporting correspondence is coded and passed to appropriate department for processing.
13. To ensure that all complaints received by the Director are progressed in a timely manner and forwarded to the appropriate Director or Associate Director
14. To ensure all complaints for the Mental Health Care Division are passed to the Associate Director in a timely manner for scrutinising, then forwarded to the Complaints Department for signing off.
15. To undertake research duties which would include utilising the Internet and other research facilities, e.g., books and journals.
16. To liaise with new staff during their induction period to ensure consistency in working practices.
17. To provide secretarial cover for absent colleagues as necessary and ensure that colleagues providing cover for self are kept fully informed and updated on any issues/queries and seek clarification on what information requires immediate attention.
18. To adhere to all Trust policies and procedures at all times.
19. To ensure that, whilst all staff are responsible for their own safety, the working environment is safe and secure at all times for both self, colleagues and visitors.
20. To organise the removal of confidential waste and any other hazardous material, when necessary.

GENERIC RESPONSIBILITIES FOR ALL STAFF

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders.
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient/ service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment.
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training workshop.
- Be an ambassador for Just & Learning and Civility & Respect following the training.
- Positively advocate the just and learning culture within your team.
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/ services to create a positive environment for Just and Learning Culture.

- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/ information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS:	<ul style="list-style-type: none"> • RSA III (or equivalent) Word Processing. • Proven competence in various IT packages. Audio typing skills. 	<ul style="list-style-type: none"> • RSA (or equivalent) Shorthand qualification at approx. 80wpm. • ECDL qualification.
KNOWLEDGE/ EXPERIENCE:	<ul style="list-style-type: none"> • Experience of working at a similar level with proven admin/secretarial skills 	
VALUES:	<ul style="list-style-type: none"> • Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Support • High professional standards • Responsive to service users • Engaging leadership style • Strong customer service belief • Transparency and honesty • Discreet • Change oriented 	
SKILLS:	<ul style="list-style-type: none"> • Ability to exercise initiative and work with minimum supervision. • Excellent communication skills. • Excellent inter-personal skills. • Excellent telephone manner. • Ability to ensure accuracy in work undertaken. 	

	<ul style="list-style-type: none">• Tact/diplomacy.• Awareness of pressures requiring organisational and time management skills.• Understanding of people suffering from mental illness.	
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