

JOIN OUR PSYCHOLOGY TEAM



Careers in **Psychology**
at Derbyshire Healthcare
NHS Foundation Trust



We are looking for a

Personal Assistant / Admin Team Lead (band 4)



to work 4 or 5 days a week, to support the staff and teams within the Division of Psychology and Psychological Therapies.

The postholder will have a PA role to the Deputies within the Division, line manage a group of designated administrators, and a wider role to support our services with day-to-day administration tasks when needed.

We are a friendly Division who values the role of administration and recognises its importance in ensuring that we are able to deliver our services in the most effective and efficient ways. We are therefore looking for someone who is organised, motivated and creative, and can help us to continue to improve what we do.

Become the next great addition to our team and join us in making a positive difference to the people of Derbyshire.

To find out more about the role, locations, and joining Team Derbyshire Healthcare, please read the full job description.

Dr Louise Braham

Head of Psychology and Specialist Psychological therapies



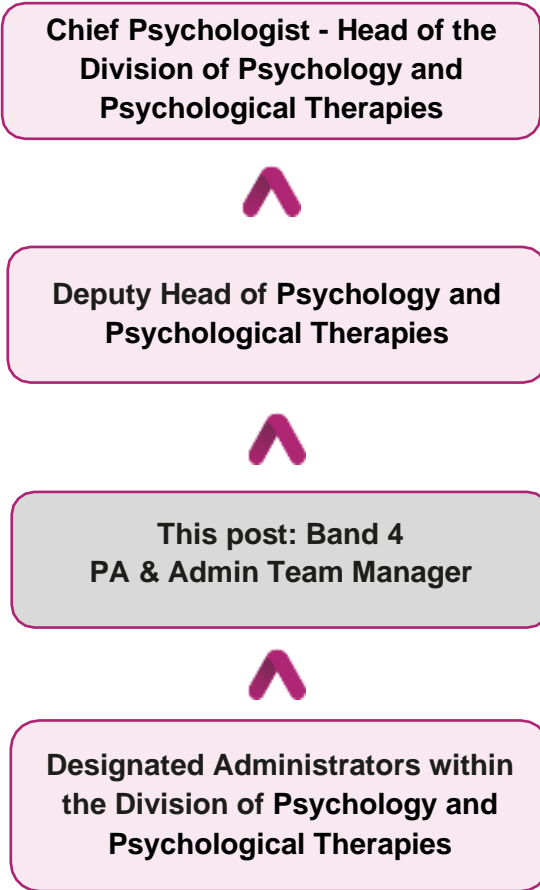
Job Description

JOB TITLE:	Personal Assistant & Admin Team Lead
ACCOUNTABLE TO:	Chief Psychologist - Head of the Division of Psychology and Psychological Therapies
REPORTS TO:	Designated Deputy of Psychology & Psychological Therapies
RESPONSIBLE FOR:	Designated Administrators within the Division of Psychology & Psychological Therapies
GRADE:	Band 4
BASE:	St Andrews House, Derby
HOURS:	4 or 5 days per week (30 or 37.5 hours per week)
LIAISES WITH:	Colleagues within the Division of Psychology & Psychological Therapies, colleagues within other teams within the wider Trust, including CMHT's, In-patient areas and specialist services and teams; staff within Primary Care teams, Social Services, Voluntary and Service User organisations as needed.

Job Summary

The post holder will be a key member of the Division of Psychology and Psychological Therapies, and will ensure the delivery of a comprehensive, high quality secretarial and administrative service to the Deputies within the Division, and, with agreement, support some of the services within the Division. The post holder will directly line manage designated administration staff within the Division.

Organisational Chart



Colleagues within the Division of Psychology & Psychological Therapies, colleagues within other teams within the wider Trust, including CMHT's, In-patient areas and specialist services and teams; staff within Primary Care teams, Social Services, Voluntary and Service User organisations as needed.

Key Result Areas

1. Professional

Responsible for:

- a) Providing a comprehensive, high quality secretarial service including typing of letters, meeting notes, reports and other routine correspondence for the Deputies of the Division of Psychology & Psychological Therapies.
- b) Producing documents, charts, tables, databases etc, by use of Microsoft IT packages, (e.g. Word, Excel, Access and Outlook).
- c) Leading in the recruitment and selection of administration staff within the Division of Psychology & Psychological Therapies maximising the efficiency of the team within budgetary constraints. To be designated Recruiting Manager on the TRAC recruitment system, ensuring relevant documentation is uploaded and recruitment processes are followed, in line with Trust Recruitment Policy.
- d) Being the authorised signatory for orders within delegated limits, for the Division of Psychology & Psychological Therapies, in accordance with Standing Financial Instructions.
- e) Taking and production of formal and informal notes in a range of professional multi-disciplinary meetings, as requested.
- f) Undertaking a yearly review of risk assessments for the Division.
- g) Working on own initiative to manage, prioritise and delegate clerical tasks, to ensure an effective and efficient running of the Administrative team.
- h) Receiving and making telephone calls on behalf of the Division, taking messages, dealing with enquiries appropriately and ensuring accurate and timely communication of messages.
- i) Ensuring timely collection and production of statistical data relating to the services as directed, compiling reports where necessary for management information and forwarding relevant information to other Trust Departments as necessary.
- j) Autonomously managing electronic diaries effectively to ensure that their time is maximised.
- k) Provide cover for other administrators and receptionists as required.
- l) Maintaining a professional and confidential approach to work at all times.
- m) Being familiar with and complying with relevant Trust operational, Personnel and Health and Safety procedures.
- n) Contributing to high quality front of house standards for all visitors to the base.

- o) Maintaining stationery and other stocks for the Division, ensuring cost effectiveness at all times.
- p) Authorising and approving annual leave for the Designated Division Administrators, ensuring appropriate cover is available.
- q) Coordination of any office moves within the senior management team.
- r) Organisation of events/away days.
- s) Undertaking any other appropriate duties as may be delegated from time to time.
- t) Managing and coordinating SIRC investigations where required, including booking rooms, refreshments, and coordinating availability of the required personnel. To take notes at investigation meetings and assist the lead manager in production of the report.
- u) Assisting with Employee Relations (ER) case investigations, including organising and taking notes at investigation interviews, ensuring strict confidentiality is maintained at all times.
- v) Managing issues of discipline, HR, grievance etc. as appropriate relating to Designated Division Administrators, facilitating resolution at a local level where possible.
- w) To work autonomously and take appropriate action and decisions in relation to the key tasks of the role.

2. Leadership & management

Responsible for:

- a) Providing professional administrative management to the administrative team.
- b) Providing management support for designated administration staff, sharing knowledge and ensuring all staff work to the same high standards of working practice.
- c) Being involved in recruitment and selection process for designated admin support posts.
- d) Ensuring that all temporary staff receive an appropriate induction with respect to Trust Policies and Procedures as well as the temporary working environment.
- e) Carrying out regular supervision for all team members, and to participate in regular supervision sessions.
- f) Conducting staff appraisals and writing personal development plans with staff members, identifying training and educational needs to ensure all administration staff have the appropriate skills to further develop our services.
- g) Ensuring trust policies, procedures, and legislative directives are adhered to (e.g. Equal Opportunities, Human Rights Act, Equality Act, Race Relations, Sex Discrimination, etc.).

3. Clinical governance & quality assurance

- a) To accurately collect, collate and input data to Trust information systems as required by Trust procedures.
- b) To support Clinical Governance initiatives from within the Service as specified.

4. Education & development

- a) To keep up to date with and attend training on revisions to information systems or changes in protocols for the inputting of data in the light of Local and National initiatives. To adhere to agreed protocols at all times.
- b) To lead in the induction of new staff and trainees to the administration department, assisting with providing guidance on training needs and ensuring Trust administration standards are adhered to.
- c) To participate in Individual Performance Reviews (Appraisals) and Personal Development Plans on an annual basis and to undertake training and development as identified within these discussion and as indicated by the requirements of the post.

5. Demanding nature of the post

- a) Maintenance of effective secretarial and administrative support within a changing environment. Dealing on a regular basis with confidential,

sensitive and contentious information on staff and services.

- b) Keeping up to date with changes to IT systems and National and Local Performance Management Initiatives.
- c) Maintaining effective communication both internally and externally.
- d) Prioritising own workload to meet deadlines and demands of the service.
- e) The post holder will be required to work autonomously, making independent decisions regarding personal secretaries on behalf of the Division.

6. Information technology

Responsible for:

- a) Collecting, recording, maintaining and providing data and statistics, in accordance with Trust and National requirements and policy, and comply with appropriate monitoring and review processes as required.
- b) Processing text and constructing databases and spreadsheets.

7. Information Governance

- a) The Derbyshire Healthcare Foundation NHS Trust requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to

the business of the Trust and its service users and employees.

- b) All NHS employees are bound by a duty of confidentiality and must conduct their duties in line with the NHS Confidentiality Code of Practice, Data Protection Act and Freedom of information Act.
- c) Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- d) All Information obtained or held during the post-holder's period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- e) Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the Trust taking legal action against them.
- f) Post-holders must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

8. Infection Control

All staff have a responsibility to appraise themselves of how the prevention of the spread of infection relates to their role. They have a responsibility to ensure they are aware of Trust policies and procedures in relation to infection prevention and control and ensure that they comply with them in fulfilling their role.

9. General

- a) This job description will be reviewed annually with the post holder; alterations will only be made after consultation and agreement.
- b) The post holder may be asked to undertake duties not directly highlighted within this job description. This will only be done when the skills and experience of the post holder meet the requirements of the role.
- c) All employees must fulfil their responsibilities with respect to the Trust's Health and Safety Policy as outlined in Paragraph 4.7 of the Trust's Policy.

10. Values

Our vision is underpinned by four key values, which have been developed in partnership with our patients, carers, staff and wider partners.

We can only provide good quality services through our dedicated colleagues, working together with a common purpose. Our values

reflect the reasons why our workforce chooses to work for the NHS and for Derbyshire Healthcare.

- People first – We focus on our colleagues, in the knowledge that a well-supported, engaged and empowered workforce results in good patient care.
- Respect – We respect and value the diversity of our patients, colleagues and partners and support a respectful and inclusive environment.
- Honesty – We are open and transparent in all we do.
- Do your best – We work closely with our partners to achieve the best possible outcomes for people.

11. Safeguarding

Safeguarding Children & Vulnerable Adults Is Everyone's Responsibility.

All staff working within Derbyshire Healthcare NHS Foundation Trust who come into contact with children, young people and/or their families/carers, including those who are non-clinical and those who work predominantly with adults has a duty within their role and responsibility to ensure that they understand what is required of them as an individual and as part of the wider organisation in order to keep children and vulnerable adults safe.

Job Description Additional Information
Appendix A

Physical Effort

- Daily combination of sitting, walking or standing whilst working on computer inputting data and filing.
- Sitting in a constrained position for word processing for long periods of time.

Mental Effort

- Concentration is frequently required when working to deadlines, typing handwritten reports, letters, charts etc, whilst dealing with frequent and unexpected interruptions which are unpredictable.
- Lengthy spells of concentration are required when taking minutes at meetings, investigation interviews etc.

Emotional Effort

- Taking notes at SIRC investigations / grievances and appeal hearings where content could be of a sensitive / distressing nature.
- Typing of confidential information which could contain distressing contents regarding vulnerable people, cases of abuse, safeguarding etc.
- Providing and dealing with difficult conversations with service users and families to ensure that they are well informed, and if they have any concerns that they are dealt with in an efficient manner to try to avoid concerns being escalated into formal complaints. This can be by using persuasive skills and ensuring that any barriers of understanding have been removed.
- Dealing with sensitive staff issues regarding absence, grievance etc.

Working Conditions

- Office conditions, frequent computer use.

Job Appendix Agreed

Job Holders Signature _____ Date _____

Head of Department Signature _____ Date _____



Job Description Agreement

Job Holder's signature: Date:

Lead Psychologist's signature: Date:

Title:

PERSON SPECIFICATION

JOB TITLE:	Personal Assistant & Admin Team Lead
ACCOUNTABLE TO:	Chief Psychologist - Head of the Division of Psychology and Psychological Therapies
REPORTS TO:	Designated Deputy of Psychology & Psychological Therapies
RESPONSIBLE FOR:	Designated Administrators within the Division of Psychology & Psychological Therapies
GRADE:	Band 4
BASE:	St Andrews House, Derby
HOURS:	4 or 5 days per week (30 or 37.5 hours per week)

	Essential	Desirable	How Tested
Training & qualifications	RSA III in Typewriting or Word Processing (or equivalent or demonstrable experience)	ECDL	Application
	GCSE grade C or equivalent in English Language/Maths		Application

	Essential	Desirable	How Tested
Skills	Reception/front of house experience or equivalent	Experience of effectively managing, supervising and developing staff	Application
		Familiar with Trust Operational, Personnel and Health and Safety procedures	Application
	Experience and knowledge of using a variety of software programmes including Microsoft Outlook, Word, Excel and PowerPoint	NHS Experience	Application

Ability to work on own initiative and without direct supervision within procedural guidelines.		Interview
Ability to manage conflicting priorities, organise workload effectively and to meet deadlines.		Interview
Ability to work in a rapidly changing environment.		Interview
Administrative experience of working in a busy office or equivalent.		Application
Experience of arranging meetings effectively and formal minute taking.		Application
Excellent organisational and communication skills.		Interview
Willingness to undertake further training and development in accordance with the needs of the service.		Interview
Ability to work in a busy office.		Interview
Accurate message taking.		Interview
Maintenance of filing systems.		Interview
Effective diary management.		Interview
Excellent verbal and written communication skills.		Interview
Good interpersonal skills by being a team player but must be able to work on own initiative.		Interview
Ability to make independent decisions and work autonomously within agreed parameters.		Interview

	Essential	Desirable	How Tested
Personal	Motivated.		Interview
	Flexible approach to working practices.		Interview
	Professional approach and be able to liaise and communicate at all levels within the organisation.		Interview
	Aptitude for discretion when dealing with sensitive and confidential information.		Interview
	Awareness of the requirement of confidentiality.		Interview
	Excellent telephone manner.		Interview

	Essential	Desirable	How Tested
Other	Ability to meet the travel requirements of the post.		Application form / interview
	Capable of planning and prioritising own work on a day-to-day basis with support of regular supervision and be able to recognise when further advice is required.		Interview

	Essential	Desirable	How Tested
Trust Values	<ul style="list-style-type: none"> ➤ People first – We work compassionately and supportively with each other and those who use our services. We recognise a well-supported, engaged, and empowered workforce is vital to good patient care ➤ Respect – We respect and value the diversity of our patients, colleagues, and partners and for them to feel they belong within 		Interview

	<p>our respectful and inclusive environment</p> <ul style="list-style-type: none">➤ Honesty – We are open and transparent in all we do➤ Do your best – We recognise how hard colleagues work and together we want to work smarter, striving to support continuous improvement in all aspects of our work.		
--	--	--	--