

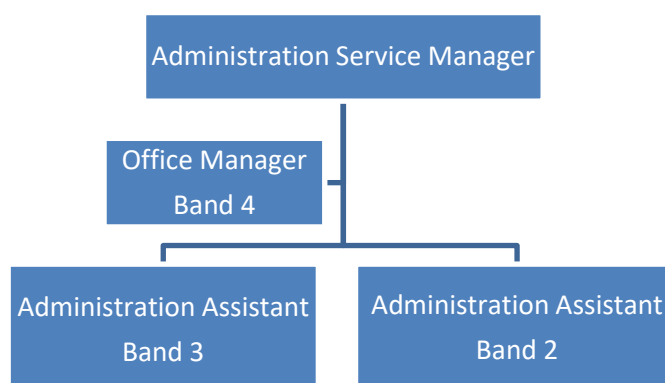
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| AFC Reference: | CC/0341 |
| Job Title: | Office Manager |
| Band: | 4 |
| Division/ Service: | Community Care Division - St Helens Scheduled Care Administration Service |
| Accountable to: | Clinical Services Manager |
| Responsible to: | Administration Service 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

To provide leadership management, supervision, and development of an effective flexible administrative support team, and provide comprehensive confidential secretarial and administrative function to a multi-disciplinary team working both autonomously and as part of the team, resolving or referring problems as necessary. In addition, the post holder will have an important role in assisting the Administrative Service Manager as a focal point for communication for all staff within the team.

The post holder will contribute to the development and management of the administrative and clerical support services provided across services. The post holder will establish, maintain and develop professional working relationships with all departments to ensure fit for purpose service is delivered. Reporting to the Administration Service Manager the post holder will work under their own initiative and will have significant discretion to manage their own workload. The post holder will manage and delegate tasks are appropriate to their team. To provide an efficient and effective reception service and clerical support to the multidisciplinary clinical teams. The post holder will demonstrate an attitude which respects and values service users' and their carers.

PRINCIPAL RESPONSIBILITIES

Managerial and Leadership

1. Directly manage and supervise on a day-to-day basis member of the Administrative Team to include Personal Development Plans/individual Performance Reviews and provision of advice and support as appropriate.
2. Responsibility for ensuring the provision of effective and efficient administrative support to a multi-disciplinary team including the organisation of staff ensuring adequate staff absence cover across the service and Borough Wide.
3. Responsibility for providing regular formal supervision for each member of the Administrative Team providing leadership, promoting a learning culture for colleagues and other agencies.
4. Responsibility for the provision of a range of typing, administrative and clerical support through staff in the Administrative Team.
5. To co-ordinate/participate in the recruitment process as necessary, including job advert, short listing and interviewing prospective candidates as a member of the interview panel, and liaising with HR with regards to progress.
6. Responsibility for the completion of SVLs/E-Roster for the Admin Team, ensuring documentation is accurate and completed within designated timescales.
7. Responsibility for the recording of staff absence in accordance with inter-agency policies and processing of the sickness absence policy. In addition, undertaking return to work reviews of the Administrative Team.
8. Monitor quality standards in the administrative team in respect of departmental communications including manual/computer data, file archiving etc.

9. Assist Administration Service Managers in the implementation of Trust Policies and Procedures within the team including assisting in the development of policies, procedures and guidelines.

General

10. To work on own initiative with minimal supervision. Prioritising workload, initiating action and resolving and referring problems as necessary and working to meet deadlines.
11. Responsibility for quality checking of Data Quality information and input/extract data providing reports/statistics as required.
12. Effective liaison with multi-disciplinary staff/patients/carers/outside agencies ensuring accurate information is communicated as and when required and that complex and sensitive information is communicated with empathy and reassurance.
13. Co-ordinate and participate in any special duties, including designated project work or tasks for the Senior Management /Administration Service Manager as appropriate to achieve the delivery of an efficient, proactive and high-profile administrative service.
14. Overall responsibility for processing and management of Petty Cash in accordance with Trust Probity and Local Authority policies and procedures.
15. To establish and monitor stock control systems (as per Trust Probity Manual), including medical and non-medical items via NHS Shared Business Services and liaising with suppliers/supplies department accordingly.
16. Be responsible for taking the lead for own service areas in attending Trust meetings and cascading information to other staff within your service area.
17. Contribute to the continued improvement and quality of the Administrative Service
18. Arranging, and attend various meetings, arrange conference and events, prepare agendas including obtaining information/reports, prepare materials including PowerPoint presentations; prepare minutes of meetings ensuring accurate transcription and distribution as appropriate.
19. To support the management of the Care Records process in all aspects of the Trusts paper based and electronic Care Records function by managing, maintaining, retrieving, archiving all relevant care and non-care records including staff personal files and ensuring that working practices reflect legislation, national guidance and Trust policies and procedures.
20. To monitor the admin team's input and retrieval of data from Trust IT systems and partner organisations.
21. Responsible for checking data quality reports from Trust and Local Authority IT systems. Regularly reviewing and amending accordingly.
22. Attend/chair as professional representative at meetings/workshops/groups as required by Head of Service.

23. Ensure appropriate records are maintained as directed by Line Manager in line with Trust Procedures. Contribute towards service improvement initiatives to enhance quality of patient care.
24. Responsible for new members of the team attending/completing Trust Induction and local induction.
25. Participate in serious untoward incidents investigations/reviews as required.
26. Support Individuals, equality, diversity and rights.
27. Participate in patient and public involvement activities.
28. Provide information and support to service users/carers as appropriate. Recognise and respond appropriately to urgent and emergency situations.
29. Contribute to the effective and efficient use of resources.
30. Understand and adhere to Trust policies and guidelines.
31. Report any concern regarding patient care to Line Manager.
32. To undertake any other delegated duties as appropriate and commensurate with the post.

Education

33. Undertake regular supervision and completion of PDR with admin staff to encouraging their development and reflective practice.
34. Engage in continuous professional development (CPD) to develop own skills and knowledge and contribute to the development of others.
35. Provide evidence to support development around the Trust Appraisal system or other competency profiles.
36. Ensure Education Centre is notified of nominations for training courses as identified within PDR and directed by the Trust.

RESEARCH AND AUDIT

37. Undertake and participate in appropriate audit, quality assurance programmes and research as directed.

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"> • Typing/WP RSAIII or equivalent or demonstrable experience • NVQ3 Business Administration • GCSE Grade A-C English or Supervisory experience | <ul style="list-style-type: none"> • ECDL/ICT • Management Qualification |
| KNOWLEDGE/ EXPERIENCE: | <ul style="list-style-type: none"> • Extensive experience of working in an office environment • Previous experience in a senior secretarial position including the ability to generate routine correspondence • Experience in developing effective administrative systems and processes • Arranging meetings and taking minutes • Extensive knowledge of office procedures • Extensive knowledge of Microsoft Office e.g., Outlook, PowerPoint, Excel | <ul style="list-style-type: none"> • Experience of working within the NHS or related healthcare experience • Experience of dealing with members of the public • Experience of patient information management systems • Experience of supervising staff • Audio Typing • Awareness of Recovery Model • Awareness of children/vulnerable adults guidelines |
| 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"> • Excellent verbal and written communication skills • Excellent interpersonal and organisational skills • Ability to work as member of a team • Ability to develop, operate and maintain filing systems both manual and electronic • Ability to develop effective | |

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| | <p>interpersonal relationships with colleagues in the health care setting</p> <ul style="list-style-type: none">• Ability to communicate effectively in a variety of settings• Able to deal with sensitive issues with tact and diplomacy• Able to present factual information and refer questions to others where appropriate• Ability to prioritise own workload and work to defined timescales• Ability to work on own initiative• High degree of attention to detail• Ability to motivate others• Ability to respond to unpredictable circumstances requiring high levels of concentration | |
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