



Job Description

Role:	Administrative Assistant
Division:	Intermediate Care Services
Grade:	AA / Pay Band 2
Responsible to:	Business Support Executive Officer
Responsible for:	N/A

Overview

Intermediate Care is a range of integrated services to promote faster recovery from illness, prevent unnecessary acute hospital admission and premature admission to long-term residential care, support timely discharge from hospital and maximise independent living. Intermediate care services are usually time limited, normally no longer than six weeks and frequently as little as one or two weeks.

CARE Values

In Manx Care, we pride ourselves on our Commitment & Passion, Accountability & Reflection, Respect & Inclusion, and our Excellence and Innovation. **CARE** represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

This role is to undertake all general administrative duties in relation to the Intermediate Care Services. This includes effective written communication, face-to-face and over the phone with service users, clinical and non-clinical staff and members of the public, to promote the best environment for the efficient running of the Intermediate Care Services.

In support of more senior staff, the Administrative Assistant will perform tasks including organising meetings, filing and archiving, maintaining accurate records, answering the main phone line for the service, answering straightforward queries and redirecting as appropriate, ensuring messages are passed on accurately and promptly and general clerical duties.

The post holder will carry out all duties in accordance with high level customer care standards, with the aim to provide service users and stakeholders with an excellent experience.

Main Duties and Key Accountabilities

- Support the administration functions in all aspects of basic administration tasks including responding to emails, answering and making phone calls and updating service user and employee records accurately.
- Communicate as appropriate with service users, family members and carers to resolve queries, passing on as appropriate to Supervisors / Managers for final resolution.
- Input existing and newly gathered case specific data accurately into the relevant computer systems, following standard operational procedures.
- Check the completion of service user records and archive according to procedures.
- Prepare and scan documents to service user records and perform quality checks as required.
- Ensure all incoming and outgoing post is processed as per policies.
- Identify and ensure stocks of stationery and office requisites are maintained.
- Raise any internal maintenance tasks through Estates Concerto system as advised by senior staff.
- Contribute ideas and suggestions towards systems and process changes in support of improving patient experience by becoming more efficient and effective.
- Help senior staff by supporting the induction of new staff members which may include; organising uniforms, ID badges, and introducing them to admin systems for holidays and expense claims etc.
- Maintaining accurate staff training records, and highlighting any shortfalls to the Business Support Executive Officer, who is responsible for advising the Service Manager.
- Participate in meetings as required.
- Assist with room bookings as required.
- Maintain stocks of leaflets, service information, assessment pack documentation, business cards, etc. within all Intermediate Care office bases.
- Carry out any other duties which may be delegated from time to time, within the scope of the AA role, by the Business Support Officer or line management structure within the service.

General

Performance Reviews/Performance Obligation

The post holder will be expected to participate in the organisation's Individual Performance Review process to ensure continued professional development.

Job Limitations

At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

Confidentiality

In line with the Data Protection Act 2018, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post

holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

Risk Management

The organisation is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the organisation's Risk Management Policy, Health and Safety Policy and other associated policies and to actively participate in this process, having responsibility for managing risks and reporting exceptions.

Records Management

The post holder has responsibility for maintaining accurate and confidential records, and has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the organisation in confidence (even after an employee has left the organisation). They also have a duty to manage records in line with the organisation's records management policy. Included in these are records relating to patient health, finance, personnel and administrative functions, whether paper based or electronic. All staff have a responsibility to consult their manager if they have any doubts about the correct management of the records with which they work.

Equal Opportunities

The post holder is expected to comply with and promote the organisation's Equal Opportunity Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability, sexual orientation or political opinion.

Health and Safety

The post holder is required to cooperate with the organisation to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support available, in times of need or advice.

Job Description

This job description is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Reporting Framework

The post holder reports to the Business Support Officer within Intermediate Care Services. The Business Support Officer, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance and Development Review Scheme.

As Reporting Officer, the Business Support Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the post holder;
- Review of the post holder's Job Description with the post holder as part of the personal delivery review process;
- Review and assessment of the post holder's performance and competency/behaviours is made; and
- Performance and Development Review meetings are conducted.

Integrity

As an appointee of Intermediate Care Services, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each employee has a personal responsibility to maintain the confidentiality of all Intermediate Care Services business and to uphold such confidences.

Competency levels for this post are:

Leading and working together	Level A
Communicating and influencing	Level A
Achieving results	Level A
Delivering a quality service	Level A
Changing and learning	Level A
Showing commitment and resilience	Level A

Agreement of above Job Description

I have read and agree with the above description

Job Holder's Name: (please print) _____ Date: _____

Job Holder's Signature: _____

Line Manager's Name: (please print) _____ Date: _____

Line Manager's Signature: _____

Person Specification

Role:	Administrative Assistant		
Division:	Intermediate Care Services		
Grade:	AA / Pay Band 2		
Attributes		<u>Essential</u> or <u>Desirable</u>	Method of Assessment
Qualifications			
5 GCSEs at Grade C (4) or above. - Possess basic clerical and communications skills.		D	CV/Interview
		E	CV/Interview
Experience			
- General office experience. - Experience of working with the public in a health setting. - Dealing with telephone queries. - Computer literacy - Competent computer skills including effective use of Microsoft Office packages.		D	CV/Interview
		D	CV/Interview
		D	CV/Interview
		E	CV/Interview
Knowledge and Skills			
- Good oral and written communication skills. Ability to communicate effectively with people at all levels with confidence, tact and diplomacy. - Good organisational and time management skills. Ability to work effectively as part of a small administration team. - Ability to pay attention to detail and to work accurately. - Good telephone manner. - Calm under pressure. - Friendly and confident approach. - Reliable and self-motivated with flexible approach to changes in service need.		E	CV/Interview
		E	CV/Interview
		E	CV/Interview
		E	CV/Interview
		E	CV/Interview
		E	CV/Interview
		E	CV/Interview
Disposition			
- Team player. - Good interpersonal skills. - Understanding and tactful. - Demonstrate reliability, motivation and commitment. - Conscientious, honest and respectful.		E	Interview
		E	Interview
		E	Interview
		E	Interview
		E	Interview
Circumstances and Interests			
- Satisfactory Police Check. - Isle of Man Worker.		E	Pre-employment Checks
		D	Application