



Job Description

Job Title:	Administrative Officer
Location:	Child & Adolescent Mental Health Service (CAMHS)
Grade:	Administrative Officer (AO) / Pay Band 7
Job Evaluation Ref:	J163-24
Division:	Integrated Mental Health Services
Responsible to:	CAMHS Admin Team Line Manager / Personal Secretary
Responsible for:	No line management responsibilities

Overview

The Child & Adolescent Mental Health Service (CAMHS) provide assessment and treatment for children and young people up to the age of 18 who are experiencing mental health problems. The team are based at Grianagh Court on the Nobles Hospital Site, although patients can be seen in a variety of contexts, such as educational and community settings, or their home environment. CAMHS is a multi-disciplinary team, encompassing psychiatrists, mental health nurses, social workers, psychologists, occupational therapists, dieticians, support workers and a dedicated team of administration staff.

This post is based within the CAMHS Administrative service. CAMHS Admin Team members typically have their own unique remit and function, supporting designated activities within the team. The ability to cross cover and ensure seamless administrative provision within CAMHS is essential, CAMHS Admin Team members are vital to the smooth and effective delivery of care that this core service provides.

CARE

In Manx Care we pride ourselves on our Commitment & Passion, Accountability & Reflection, Respect & Inclusion, and Excellence & 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

The purpose of this post is to undertake a full range of administrative and secretarial services to support the CAMHS management team, clinical staff, and the other members of the CAMHS Admin Team in their day to day functionality. The post holder will have contact with patients, carers and professionals, both via telephone and face to face when covering Reception. Patient care is at the heart of this role and you must be both dedicated and diligent to ensure the delivery of this.

Duties and Responsibilities

The post holder will support the CAMHS service via the provision of high quality customer service and administrative support. Their duties will include but are not limited to those noted in the next sections.

DUTIES & RESPONSIBILITIES

Communication

- Ensure telephone calls, emails and in person visitors are dealt with promptly and courteously.
- Ensure all patient related information is accurately recorded within RiO patient database.
- Monitor CAMHS inboxes as required, uploading relevant patient e-mails and liaising with clinical team as required. Composing email responses where appropriate to grade.
- Liaise with other areas of IMHS and external agencies for the resolution of basic enquiries (i.e. GTS for the provision of technical advice).
- Utilise Careflow to provide relevant information to the professional team and cross check RiO data for accuracy.
- Provide ad hoc cover for the Reception desk at CAMHS, dealing with both face to face enquiries and telephone calls in the absence of admin staff members dedicated to the area.

Administrative

- Provide administrative support for meetings when required, including the preparation and distribute of agendas & documents ahead of time, note taking on the day, and the completion of any relevant action points as requested post-event.
- Undertake training / study related tasks, such as the booking of courses, training rooms and travel, as well as the production of presentation documentation for the delivery of courses.
- Keep a record of all CAMHS clinical team absences via dedicated excel spreadsheets and the use of the IOM Government's OHR system, PiP, as required by the CAMHS Manager.
- Provide administrative support in relation to the upkeep of CAMHS / IMHS policies, SOPS, templates & editable letters.
- Assist with the maintenance of a CAMHS rooms booking system for the purpose of coordinating meetings, patient interviews, training, etc. Ensure room booking sheets are available daily.
- Co-ordinate with GTS to create network profiles for new staff members joining the team.
- Identify new referrals and process them in a timely manner, in accordance with CAMHS referral processes. This will include the use of the online screening assessment tool.
- Undertake prescription related administration such as printing, scanning, uploading and sending, in line with local CAMHS policies. Liaise with GP surgeries in relation to the Shared Care Policy.
- Assist with the process of ordering basic goods such as stationery, literature and office supplies
- Schedule patient appointments on RiO
- Undertake the payment of invoices.
- Carry out photocopying and scanning duties as required, including quality control for previously scanned documents and the destruction of old documentation in conjunction with CAMHS Personal Secretary.
- Open and sort incoming mail for scanning to RiO and distribution to clinicians.
- Provide cross cover for CAMHS Admin Team members during times of sickness, annual leave or at times when their work commitments take them away from their regular duties.
- Maintain up to date process notes for the AO role, in conjunction with CAMHS Personal Secretary
- Produce, format and distribute reports, data and analytics to assist CAMHS Management team.

Health & Safety



- Ensure that a safe working environment is maintained at all times, reporting any identified Health & Safety issues to senior officer as they arise.
- Ensure all visitors to the area adhere to the CAMHS signing in policy, check sign in sheet availability at the start of each day.
- Report all building faults discovered within the CAMHS team base to Estates Services via their dedicated Concerto system.

Training & Development

- Undertake all mandatory training associated with the role. Work to identify own personal development needs in conjunction with line manager, according to CARE Values PDP scheme.
- Seek to improve personal performance, contribution, knowledge & skills.
- Participate actively in the appraisal, training and supervision process.
- Assist when needed, with the induction of new administration staff to the area, as appropriate to grade.

Location

Your primary place of work will be the CAMHS team base, at Grianagh Court, on the Nobles Hospital Site. In line with service requirements you may at times be asked to work from other IMHS bases Island wide, for example for the facilitation of meeting notes for a CAMHS professional operating from a remote location, or providing cross cover to maintain service provision in other IMHS Service areas.

Reports to

This post reports directly to the CAMHS Personal Secretary, in their capacity as CAMHS Admin Team Line Manager.

Care Values Framework

The post holder will work within the CARE Values Framework for Manx Care, meeting Level 2 requirements.

Review

The post holder is expected to be flexible and be prepared to carry out similar or related tasks that do not fall within the duties outlined above, providing they fall within the scope of the grade and are deemed appropriate by the post holder's line manager. This job description is intended to be flexible and may be reviewed from time to time in consultation with the post holder.

Confidentiality

All staff are expected to respect confidentiality of all matters they may learn relating to their employment, other member of staff and to the general public. All staff are expected also to respect the requirements of the Data Protection, FOI and SAR legislation.

Health & Safety

It is the duty of every employee to take reasonable care for the Health & Safety of themselves and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take

such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

Competencies

All Manx Care colleagues are expected to recognise that the everyday business of the Organisation requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder could be in a position to represent the organisation in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Care Group and the work that it seeks to achieve.

The job holder reports to the CAMHS Personal Secretary

The CAMHS Personal Secretary, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Manx Care, CARE Values Personal Development Plan and Review Scheme.

The Reporting 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 job holder
- Review and assessment of the job holder's performance and competency / behaviours is made
- Performance and Development Review meetings are conducted

Competency Levels for this Post are:

Commitment	Level 2
Appreciation	Level 2
Respect	Level 2
Excellence	Level 2

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted by the Chief Officer as follows:

All Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3



**Manx Care
Person Specification**

Job Title:	Administrative Officer Child & Adolescent Mental Health Service (CAMHS)
Board:	Manx Care
Care Group:	Integrated Mental Health Services (IMHS)
Grade:	Administrative Officer (AO) / Pay Band 7

Attributes	Essential (E) or Desirable (D)	Method of Assessment
CREDIBILITY		
<ul style="list-style-type: none"> 5 GCSEs including English language or equivalent. 	D	CV / Interview
<ul style="list-style-type: none"> Excellent working knowledge of Microsoft Office applications, including Word and Excel. 	E	CV / Interview
<ul style="list-style-type: none"> Experience of demonstrating good attention to detail. 	E	CV / Interview
<ul style="list-style-type: none"> Passionate about delivering excellent quality customer service. 	E	CV / Interview
<ul style="list-style-type: none"> Relevant experience of working in an office environment 	D	CV / Interview
CAPABILITY		
<ul style="list-style-type: none"> Ability to communicate clearly and concisely with people at all levels, with tact and confidence. 	E	CV / Interview
<ul style="list-style-type: none"> Excellent IT skills with previous experience of working with databases. 	D	CV / Interview
<ul style="list-style-type: none"> Strong interpersonal/communication skills both verbal and written. 	E	CV / Interview
<ul style="list-style-type: none"> Previous experience of working as part of a small team. 	D	CV / Interview
<ul style="list-style-type: none"> The ability to work accurately and with attention to detail. 	E	Interview
<ul style="list-style-type: none"> Knowledge of confidentiality, security awareness and GDPR. 	D	Interview
<ul style="list-style-type: none"> Working knowledge of RiO (patient information) and Careflow (Patient Administration System). 	D	Interview
<ul style="list-style-type: none"> Good organisational, planning and time management skills with the ability to prioritise work effectively and work autonomously. 	E	CV / Interview
ATTRIBUTES		
<ul style="list-style-type: none"> The ability to learn quickly and work to deadlines. 	E	CV / Interview



<ul style="list-style-type: none"> • A friendly, professional and confident approach. • Capable of handling conflicting demands in a fast paced environment. • A resilient and balanced approach when handling highly sensitive issues. • Able to work independently or as part of a team. • The ability to remain calm under pressure. • Reliable, flexible and self motivated. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>CV / Interview</p> <p>CV / Interview</p> <p>CV / Interview</p> <p>Interview</p> <p>Interview</p>
CARE		
<ul style="list-style-type: none"> • Demonstrates integrity and excellent interpersonal skills when dealing with both colleagues and customers. • Innovative and embraces change. • Takes a conscientious and proactive approach to achieving and maintaining excellent standards. • Demonstrates patience when dealing with challenging or complex presenting issues. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
CIRCUMSTANCES AND INTERESTS		
<ul style="list-style-type: none"> • Isle of Man Worker. • Satisfactory Police check. 	<p>D</p> <p>E</p>	<p>Application</p> <p>Pre-employment checks</p>