



Job Description

Job Title:	Administrative Officer
Area	Community Mental Health Service for Adults (CMHSA)
Grade:	Administrative Officer
Division:	Integrated Mental Health Services
Responsible to:	CMHSA Admin Manager
Responsible for:	No line management responsibilities

Overview

The Community Mental Health Service for Adults (CMHSA) provide an array of specialist, community based, mental health services. The team are based at the Community Health Centre in Westmoreland Road, although patients can be seen Islandwide and/or in their own homes. It is a multi-disciplinary team, encompassing psychiatrists, mental health nurses, social workers, psychologists, occupational therapists, support workers and a dedicated team of administration staff.

CARE

Within Manx Care we pride ourselves on being Committed, Appreciative, Respectful and Excellent. 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 main purpose of this post is to provide a full range of efficient administrative support to the Community Mental Health Service for Adults to enable the team to deliver an effective Mental Health Service to the Manx community.

The role will support the professional team to deliver excellent, specialist services by providing administrative and secretarial support.

Duties and Responsibilities

The Administrative Officer (**AO**) will support the Community Mental Health Service for Adults, in delivering its work schedule within identified time frames. The AO will support team members with a range of activities and processes.



The post holder's duties will include, but are not limited to:

- **Administrative/Secretarial work**

Provide administrative and secretarial support for senior staff member(s) and general office. Formatting letters and correspondence with a high level of accuracy. Arranging appointments and meetings and co-ordinating diaries. Maintaining databases, spreadsheets, undertaking basic research. Drafting and editing straightforward documents. Dealing with straightforward external enquiries. Making arrangements for meetings and travel itineraries, administrative support for MDT and business meetings.

To provide and coordinate administrative support and preparing material for the DBT Consult (Dialectical Behavioural Therapy) and WRAP (Wellness Recovery Action Plan)

- **Meetings**

Provide administrative support for meetings. Collate, prepare and distribute agendas, paperwork and minutes. Preparation of MDT agenda and recording of live minutes during MDT meeting via internal client database (**RiO**). Preparation and distribution of outcomes and actions from MDT meeting. Attend DART (Duty and Referral Team) Meeting routinely on Friday mornings and provide cover for DART Admin Officer when on leave. Attend and prepare minutes for DBT Consult.

- **Data Entry**

Ensure all relevant information pertaining to new or existing clients is recorded on RiO and kept up to date, i.e. new referrals, waiting list transfers, allocations.

- **Referrals**

Process internal referrals. Check status of referral on receipt and access information as required to support referrals, utilising Nobles Hospital client databases (e.g. Careflow). Liaising with CMHSA professionals regarding new referral information, consent to share and accuracy of data.

- **Telephone/Reception cover**

Provide support to the administrative team in dealing with enquires at reception by telephone and provide assistance and guidance to clients. When necessary, check-in clients arriving for appointments and inform the clinician that their client has arrived.

- **Process notes**

Work with the CMHSA Business Support Officer to maintain an up to date work manual to assist temporary and new staff.

- **Additional cover**

Provide support and cross cover to the administrative and secretarial team at CMHSA as well as across the wider Integrated Mental Health Services as requested.

- **Additional duties**

Any other duties appropriate to the grade as requested by the Admin Manager.

Confidentiality

All staff are expected to respect confidentiality of all matters they may learn relating to their employment, other members of staff, patients and to the general public. All staff are expected to adhere to GDPR and Subject Access Request (**SAR**) legislation and understand and have full regard for the Caldicott Principals.

Health & Safety

Ensure that a safe working environment is maintained at all times, and be proactive in reporting any identified Health & Safety issues.

Training & Development

Complete all required Mandatory Training. Identify own training and personal development needs in partnership with the Line Manager and in conjunction with the Performance and Development Review Scheme.

Competencies

All Manx Care staff are expected to recognise that the everyday business of the Department 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 represents the Department 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 Division and the work that it seeks to achieve.

The job holder reports to the Business Support Officer, Community Mental Health Service for Adults.

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 & Development 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, and;
- Performance and Development Review meetings are conducted.

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The post holder shares with the employer the responsibility for suggesting alterations to the scope of duties to improve effectiveness and efficiency. This role description will be reviewed as necessary to reflect future requirements of the role.

Health & Safety

The role holder is responsible for their own health and safety and the impact of their actions on others. It is the duty of every employee to take reasonable care for the health and safety of themselves and others including the use of necessary devices and protective clothing and to 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. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Disciplinary and Appeals Procedure

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

Care Values

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



Isle of Man Civil Service Person Specification

Job Title:	Administrative Officer – Community Mental Health Service for Adults
Department:	Manx Care
Division:	Integrated Mental Health Services
Grade:	Administrative Officer

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility <ul style="list-style-type: none"> • 5 GCSEs including English Language or equivalent. • Excellent working knowledge of Microsoft Office applications, including Word and Excel • Experience of demonstrating good attention to detail • Passionate about delivering excellent quality customer service • Relevant experience working in an office environment 	<p style="text-align: center;">D</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	<p>CV</p> <p>CV / Interview</p> <p>CV</p> <p>CV / Interview</p> <p>CV / Interview</p>
Capability <ul style="list-style-type: none"> • Ability to communicate clearly and concisely with people at all levels, with tact and confidence. • Good IT skills and experience of working with databases. • Strong interpersonal/communication skills both verbal and written • The ability to work accurately and with attention to detail. • Knowledge of confidentiality, security awareness and GDPR • Working knowledge of RiO (Client information) and Careflow (Patient Administration System) 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>	<p>CV / Interview</p> <p>CV / Interview</p> <p>CV / Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

<p>Character</p> <ul style="list-style-type: none"> • Ability to learn quickly and work to deadlines • Capable of handling conflicting demands • Resilient and balanced approach in handling highly sensitive issues. • Able to work independently or as part of a team 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>CV / Interview</p> <p>CV / Interview</p> <p>CV / Interview</p> <p>CV / Interview</p>
<p>CARE</p> <ul style="list-style-type: none"> • Committed to uphold the Department CARE values and organisational strategic vision • Enthusiasm and efficiency within the team and beyond • Manage workflow delivery, ensuring excellence of reporting, openness and transparency and that information is accessible to the right person at the right time 	<p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>CV / Interview</p>
<p>Circumstances and Interests</p> <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>