



Job Description

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| Job Title: | Administrative Officer Mental Health Management Team (MHMT) |
| Grade: | AO / Pay Band 7 |
| Division: | Integrated Mental Health Services (IMHS) |
| Responsible to: | IMHS Business Management Officer (BSO) |
| Responsible for: | No line management responsibilities |

Overview

The Integrated Mental Health Service (IMHS) is a care group within Manx Care. The service provides a comprehensive range of mental health services, both inpatient and community based, to the population of the island. The care group embraces a holistic approach to wellness, with the principles and values of the recovery approach at the heart of our services. People being seen by IMHS can be referred to a range of services throughout the Island.

The IMHS Management Team (MHMT) is a hub for the provision of services relating to the day-to-day running of IMHS, managing the business requirements of the service, in order to support practitioners and professional colleagues in achieving excellent patient care.

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 primary function of this role is to support the IMHS Management Team via the provision of administrative support in four core areas:

- Finance
- Statistics & data collection
- Substantive recruitment
- Temporary staffing.

Tasks relating to these core functions, combined with a remit of ad hoc duties detailed overleaf, ensure the smooth running of the organisation on a day-to-day basis.

At times of identified need, the post holder will also provide grade appropriate support for individual IMHS service areas, as follows:

- Child & Adolescent Mental Health Services (CAMHS)
- Community Mental Health Services for Adults (CMHSA)
- Older Persons Mental Health Services (OPMHS)
- Community Wellbeing Service (CWS)
- Acute Inpatient (Manannan Court)
- Crisis Resolution Home Treatment Team (CRHTT)
- Drug Alcohol Team (DAT)

Where a need for individual service area support is identified, the post holder will be expected to work at the identified team base for the duration of the assignment.

Due to the diverse nature of this role, the post holder must be organised, reliable and resilient with the ability to work autonomously, as well as operate effectively in a team environment. They will be a strong team player, with a solution focused approach.

Duties and Responsibilities

1. Undertaking financial and payment related tasks such as the completion of purchase orders, processing of invoices, data inputting and maintenance of related spreadsheets.
2. Assisting the Business Management Officer with monthly reporting via the collation of information, cross checking of data, basic analytics, data inputting and distribution of reporting data.
3. The addition of IMHS roles to Job Train in relation to substantive & LTA recruitment, with basic research undertaken, tracker maintenance and OHR liaison to assist in this process.
4. Completion of Temporary Staff Office paperwork for the procurement of bank and agency staff, with accompanying tracker maintenance and network filing.
5. Administration support in relation to the maintenance and upkeep of IMHS policies, SOPS, induction literature and templates.
6. Liaison with clinicians, colleagues and outside agencies for the procurement of data for meetings, panels, forums, reporting and recruitment purposes.
7. Basic research to support the construction of IMHS policies, job descriptions, SOPS, literature and also for the purpose of responding to straightforward queries appropriate to grade.
8. Administration of DICES Risk Assessment & Management training process, booking courses for both new and pre-existing colleagues, sending invites following bookings and cross checking for course completion.
9. Maintenance of Information Asset Register (IAR) and Record of Processing Activities (ROPA) spreadsheets; identifying changes and updating records on a monthly basis.
10. Organisation of events such as meetings, forums and interviews. Agenda preparation, minute & note taking, action log completion and the distribution of minutes, will all factor into this process.

11. Provision of administrative support to the IMHS General Manager, Lead Business Manager, Senior Matron and other MHMT colleagues.
12. Use of Excel, Word, Outlook, OneNote and Microsoft Teams to undertake daily tasks.
13. Use of databases for the processing and maintenance of patient, training, DBS and other data.
14. To ensure telephone calls, emails and visits to MHMT are dealt with professionally, sensitively and courteously, transferring calls and messages to the appropriate personnel.
15. Drafting and editing documentation in line with service requirements, including RiO editable letters by way of patient communication.
16. Participation in weekly priority setting meetings, MHMT team meetings, one to ones and PDP meetings.
17. Daily communication with team members to ensure the smooth running of the area, including but not limited to queries, information sharing and the trouble shooting of basic queries.
18. Completion of 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.
19. To assist with the organisation of off-Island travel for staff, service users and family members.
20. Use of Estates Services software, Concerto, for the logging of building & maintenance issues.
21. Adherence to GDPR, record keeping and communication standards as per Manx Care policies & SOPS.
22. Ad hoc IMHS service area support appropriate to grade
23. Other ad hoc tasks as appropriate to the grade of the role.

Knowledge and Skills

- Excellent IT skills, familiarity with common software programmes.
- Excellent written, communication & interpersonal skills
- Autonomous planning & organisational skills
- The ability to demonstrate attention to detail

Review

The post holder is expected to be flexible and be prepared to carry out any similar or related tasks that do not fall within the duties outlined. The 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.

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 represents 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 IMHS Business Management Officer

The IMHS Business Management 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 employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to

reflect future requirements.

Health & Safety

The role holder is responsible for their own health and safety and the impact of their actions on others. 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.

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 |

Competency Levels for This Post Are:

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



**Manx Care
Person Specification**

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| Job Title: | Administrative Officer |
| Board: | Manx Care |
| Care Group: | Integrated Mental Health Services (IMHS) |
| Grade: | AO / Pay Band 7 |

| Attributes | Essential (E) or Desirable (D) | Method of Assessment |
|--|--|---|
| Credibility <ul style="list-style-type: none"> 5 GCSEs at grade C or above, or equivalent, one of which must be English Language. | D | CV |
| Capability <ul style="list-style-type: none"> Proven track record of working in a role that requires accuracy and attention to detail Sufficient relevant experience working in an office environment. Experience of working in a clinical setting Experience of database use / excellent working knowledge of Microsoft Office applications The ability to work autonomously, organise and prioritise own workload Excellent written & verbal communication skills Experience of working with reporting / statistical data A proven track record of delivering results to deadline Previous experience of working with numbers and/or data Proven experience of working as part of a teams to productive and successful effect, both in terms of output and relationship building. | E D D E E E D D D E | CV CV CV CV/Interview Interview CV/Interview CV CV/Interview CV/Interview CV |
| Character <ul style="list-style-type: none"> The ability to communicate with people from a wide range of backgrounds with tact, confidence and diplomacy. Reliable, resilient and flexible. Committed to delivering excellent customer service. Maintains confidentiality, discretion and integrity. Friendly and professional with an upbeat approach. | E E E E | CV Interview CV/Interview Interview Interview |
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| <ul style="list-style-type: none"> • Collaborates with teammates to create a dynamic, effective and positive work environment. • Demonstrates accountability and initiative, with the ability to reflect and learn. • Values difference and acts with integrity. Valued by colleagues for their loyalty and honesty. • Innovative, embraces progress and development in both a personal and organisational context. | <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>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> |