



Job Description

Job Title:	Receptionist - Older Persons Mental Health Service (OPMHS)
Grade:	Administrative Assistant / Pay Band 2
Division:	Mental Health Service
Responsible to:	Executive Secretary, OPMHS
Responsible for:	N/A

Overview

The Community Care Directorate provides health and social care services to the people of the Isle of Man across four service areas - Mental Health, Community Health, Public Health and Adult Social Care. The Older Persons Mental Health Service (OPMHS) provides assessment and treatment for people over the age of 65 years with mental health problems, and people of any age with worries about their memory. This role will primarily support the professional team in delivering excellent, specialist services through providing administrative and secretarial support.



In Manx Care we pride ourselves on being Committed & passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative. 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 provide a full range of reception duties and support to the OPMHS clinical team.

Duties and Responsibilities

Reception:

- **Customer Service:** Provide a high quality customer service function by manning the reception desk and dealing with face to face general enquiries. Meet and greet visitors and inform professionals of their arrival.
- **Telephone Queries:** Deal with incoming calls from clients and family members as well as professionals within Integrated Mental Health Services and external agencies; answering general queries and providing information where possible, or passing calls to the appropriate member of the Older Persons Mental Health Service.
- **Telephone Messages:** Ensuring that all messages taken are accurate, communicated to the appropriate member of the team in a timely manner, and recorded on the RiO Client Information System if required.
- **Service User & Staff Safety:** Ensure signing in sheets / staff boards are up to date.
- **Room Bookings:** Assist with room bookings if required.

Administration:

- **Data Entry:** Ensure all relevant information pertaining to new or existing clients is recorded on the RiO client database and is kept up to date.
- **Mail and Correspondence:** Open, sort and distribute incoming mail and prepare outgoing mail for collection.
- **Word processing:** Production of standard service letters utilising editable templates.
- **Scanning & Uploading:** Scanning and uploading of client documentation, and correspondence to RiO.
- **Photocopying and filing:** Maintaining stocks of leaflets, appointment cards etc. Ensuring that booklets and leaflets in the reception area are well-stocked and up to date.
- **Additional duties:** Any other duties within the scope and purpose of the role as required by the Executive Secretary.

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

- 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 staff within Manx Care are expected to recognise that the everyday business of Manx Care 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 Executive Secretary, Older Persons Mental Health Service.

The Personal Secretary, 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, the 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:

Leading & Working Together	A
Communicating & Influencing	A
Achieving Results	A
Delivering a Quality Service	A
Changing & Learning	A
Showing Commitment & Resilience	A



Person Specification

Attributes	Essential (E) or Desirable (D)	Method of Assessment
<p>Credibility</p> <ul style="list-style-type: none"> • Possess basic clerical and communication skills. 	E	CV
<p>Capability</p> <ul style="list-style-type: none"> • Have experience of working in a busy environment. • Knowledge of confidentiality, security and awareness and GDPR. • Experience of working in a confidential environment and dealing with sensitive issues. • 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. • Attention to detail and ability to work accurately. • Good telephone manner. • Competent computer skills including effective use of Microsoft Office packages. • Knowledge of the Mental Health Service. • Working knowledge of the Mental Health Service's Client Information Systems (RiO). 	<p>D</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p>Character</p> <ul style="list-style-type: none"> • Calm under pressure. • Ability to maintain confidentiality and discretion and work with tact and diplomacy. 	<p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p>

<ul style="list-style-type: none"> • Friendly and confident approach. • Reliable and self-motivated with flexible approach. 	E	Interview
<p>Care</p> <ul style="list-style-type: none"> • Excellent interpersonal skills, respectful and professional approach with colleagues and customers. • Innovative and embraces change. • Conscientious and proactive approach to achieve and maintain excellent standard. 	E	Interview
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> • Isle of Man Worker. • Satisfactory Police Check. 	D	Application
	E	Pre-employment checks