

Job Description

Job Title:	Senior Secretary, Older Persons Mental Health Service (OPMHS)
Grade:	Senior Secretary / Pay Band 8
Division:	Manx Care, Mental Health Service
Responsible to:	Personal 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

CARE

In Manx Care we pride ourselves on being Committed, Passionate, Accountable and 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 administrative and secretarial support to the Consultant Psychiatrist and Memory Clinic. In addition, the post holder will assume supervision of the Administrative Team in the absence of the Personal Secretary.

Duties and Responsibilities

- ♥ **Correspondence:** Opening and sorting incoming mail for Consultant Psychiatrist and drafting replies to general enquiries for signature by same.
- ♥ **Telephone Calls:** Fielding incoming calls from clients, family members, other areas within the MHS and other departments of Government; taking details and dealing with queries appropriately; taking messages; obtaining information and relevant case notes before passing on to Consultant Psychiatrist for action, entering relevant client information into progress notes on client database (RiO).
- ♥ **Diary Management:** Management of clinic appointments and home visits on RiO and Outlook diary systems for and on behalf of the Consultant Psychiatrist.

♥ **Clinic Administration (Outpatients and Memory Clinic):**

Preparation of appointment letters for out-patient clinics using editable letter templates from RiO.

Ensuring Clinician has adequate supplies of prescription sheets, medical certificates, investigation forms, etc.

Retrieval of investigation results from CareFlow/ICE, as necessary prior to follow-up appointments. Liaising with Nobles Hospital and UK hospitals when necessary to chase up results. Scanning and updating medical correspondence onto RiO and using RiO for retrieving medical records for the Consultant Psychiatrist when necessary.

Ensuring follow-up appointments as recommended by the Consultants are recorded on RiO with appropriate notations regarding non-attendance, mobility difficulties etc.

- ♥ **Memory Clinic:** Ensure smooth running of Memory Clinic by following the designated pathways. Maintain Memory Clinic spreadsheet including provisional appointments, scan requests, diagnosis outcome and patient transport requests.
- ♥ **Home visits:** Arranging home visits by Consultant Psychiatrist and/or CMHP's, liaising with patients/carers regarding timing of visit(s).
- ♥ **Patient hospital transport (off and on Island):** Arranging patient transport to and from clinic. Liaising with Patient Transport for flights on and off island for investigations/scans etc at UK hospitals.
- ♥ **Word processing:** Production of correspondence using editable service letters templates from RiO. Copy typing from hand written notes and transcribing audio dictation in preparation of Clinic Letters, Section 115 Review letters, Discharge Summaries, Psychiatric Reports and Court Reports.
- ♥ **Prescriptions:** Process ad hoc prescriptions including scanning to RiO, sending to pharmacy and producing GP medication update letter.
- ♥ **Mental Health Act:** Ensuring Section 12 documentation is processed.
- ♥ **RMO Cover / Annual Leave / Sick Leave / Training:** Liaising with the Consultant Psychiatrist with regards to RMO cover in preparation for annual leave. Completed RMO forms to be signed by Consultants and submitted to Clinical Director. Notifying all staff of leave and what cover has been arranged.

In the event of Consultant's sick leave, cancellation of out-patient clinics and home visits; contact clients to cancel / reschedule future appointments; liaising with other staff or Departments to cancel any pending meetings.

- ♥ **Data Entry (RiO):** Ensure that all relevant information pertaining to new or existing clients is recorded on RiO and kept up-to-date. Act as support for the team with advice on inputting and accessing data on RiO.
- ♥ **Minutes/notes:** Organise and prepare paperwork for monthly team Governance Meetings and other ad hoc meetings, taking notes/minutes when required.
- ♥ **Supervision of Administrative Team:** - In the absence of the Personal Secretary oversee the day to day work of the Administrative Team; dealing with leave requests, sickness absence etc. and ensuring that workload is balanced among the team.
- ♥ **Process Notes:** Work with the Personal Secretary to maintain an up to date work manual to assist temporary and new staff working in the role.
- ♥ **Additional Cover:** Provide support and cross-cover to the administrative and secretarial team at the Older Person's Mental Health Service, as well as across the Community Care Directorate as requested.
- ♥ **Additional duties:** Any other duties within the scope and purpose of the role as required by the Older Persons Mental Health Service Personal Secretary and Service Lead.

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 of Manx Care 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 Personal 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, 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 his/her own health and safety and the impact of his/her 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	B
Communicating & Influencing	B
Achieving Results	A
Delivering A Quality Service	B
Changing & Learning	A
Showing Commitment & Resilience	A

**Isle of Man Civil Service
Person Specification**

Job Title:	Senior Secretary
Department:	Manx Care
Division:	Older Persons Mental Health Service
Grade:	Senior Secretary

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility <ul style="list-style-type: none"> ♥ GCSE English Language at grade C (4) or above or equivalent qualification ♥ Hold an acceptable external qualification in text processing and audio transcription (e.g. OCR Text Production (Advanced) distinction and OCR Audio transcription (Advanced) distinction or RSA III Test Processing Part 1 with distinction and RSA III audio transcription Part 2 with distinction; or ♥ Pass the Civil Service Typewriting and Audio Grading Test and 1 years relevant secretarial experience including significant audio typing or ♥ Hold relevant advanced qualification (e.g. OCR Word Processing (Advanced) pass, or OCR Document Presentation (Advanced) pass, or RSA III Word processing Part 2 Pass, or RSA III Document Presentation Part 2 Pass). 	<p>D</p> <p>E</p>	<p>CV</p> <p>CV/Pre-Employment Checks</p>
Capability <ul style="list-style-type: none"> ♥ Experience in using computers (Microsoft packages) ♥ Good oral and written communication skills. Ability to communicate effectively with people at all levels with confidence, tact and diplomacy. ♥ Experience in writing minutes ♥ Experience working within a busy team ♥ Good organisational and time management skills. ♥ Ability to work effectively as part of a small administration team. ♥ Able to deal with interruptions ♥ Ability to work to tight deadlines with the ability to prioritise ♥ Excellent Customer service skills. ♥ Knowledge of medical terminology 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <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>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>

<ul style="list-style-type: none"> ♥ Knowledge of confidentiality, Security Awareness and GDPR. ♥ Experience of working in a confidential environment and dealing with sensitive issues. ♥ Knowledge of the Mental Health Service. ♥ Working knowledge of the Mental Health Service's Client Information System (RiO). 	D E E D	CV/Interview CV/Interview CV/Interview CV/Interview
Character <ul style="list-style-type: none"> ♥ Calm under pressure. ♥ Ability to maintain confidentiality and discretion and work with tact and diplomacy. ♥ Friendly and confident approach. ♥ Reliable and self-motivated with flexible approach. ♥ Ability to learn and understand the process of a patient's journey ♥ Patient when dealing with customers 	E E E E E E	Interview Interview Interview Interview Interview Interview
CARE <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 E E	Interview Interview Interview
Circumstances and Interests <ul style="list-style-type: none"> ♥ Satisfactory DBS Check. ♥ Isle of Man Worker. 	E D	Pre Employment Checks Application