

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title: Team Clerk Secretary</b>	<b>Director/Service/Sector: Adult's Services</b>		<b>Office Use</b> JE ref: 3993
<b>Band: 4</b>	<b>Workplace: Countywide</b>		
<b>Responsible to: Admin Officer</b>	<b>Date:</b>	<b>Job Family:</b>	

**Job Purpose:**  
To provide an effective administration service to the Multi-Disciplinary Teams within Adult Social Care

<b>Resources</b>	Staff	<ul style="list-style-type: none"> <li>• No direct supervision responsibility</li> <li>• Demonstrates administrative, secretarial duties to new starters, less experienced staff.</li> <li>•</li> </ul>
	Finance	<ul style="list-style-type: none"> <li>• To follow departmental guidelines when requiring petty cash</li> <li>• Manage departmental stock levels e.g., admin stationery</li> </ul>
	Physical	<ul style="list-style-type: none"> <li>• Maintenance and development of data base systems. Collation of information for statistics.</li> <li>• Maintain, input and query internal data base systems (bespoke systems)</li> </ul>
	Clients	<ul style="list-style-type: none"> <li>• Providing admin support to teams within Adult's Services</li> </ul>

**Duties and key result areas:**

Dimensions

- To play a key role in delivering an efficient and effective administration service by providing support to the relevant Social Care staff, and by supporting them in all administrative duties across the trust liaising with other professionals.

Communications and Relationships

- Communicate verbally and in writing with:
  - Multi-Disciplinary Teams
  - Other Healthcare Professionals
  - Other Outside Agencies.
- To ensure the efficient recording of and subsequent actioning of messages by checking that all messages have been read and signed off by the recipient or by ensuring delivery of messages to recipient.
- React in an appropriate manner to any concerns, expressions of anxiety or anger that may be displayed by clients/carers/relatives or external bodies & bring to the attention of a senior member of staff those expressions not appropriate to be dealt with at this level.
- Request the services of an interpreter for patients/clients who experience difficulty in understanding through language or disability barriers.
- Must be able to demonstrate the English Language proficiency level required for this post.

Analytical

- Maintenance and development of data base systems. Collation of information for statistics.
- Maintain, input and query internal data base systems (bespoke systems)

- Exercises judgement when dealing with enquiries.
- Analyses information to resolve problems for patients, carers and staff

#### Planning and Organisational

- Ensure files and filing systems are kept up to date.
- To ensure admin areas are well maintained and comply with health and safety guidelines, ensuring the safe use and storage of materials/resources (To exercise good time management, punctuality and consistent reliable attendance)
- Ability to work without continuous supervision.
- To organize, prepare for and attend meetings and case conferences, taking appropriate minutes and undertaking any necessary follow up. These would usually be meetings concerning Vulnerable Adults investigations with distressing and emotional content,
- Following the professional assessment, to assist in the establishment of packages of care by ordering services from a variety of providers, completing the necessary paperwork, updating and progressing information about the services, and dealing with enquiries from providers and service users.
- Following the professional assessment to assist in the processing of JELS requisitions and the subsequent progress chasing.
- Ability to work outside normal office hours as appropriate and to work at other sites when necessary

#### Patient/Client Care

- The post holder will deal with day-to-day enquiries from referrers signposting requests for information or advice autonomously
- Excellent communication/telephone skills needed with the ability to communicate knowledgeably and courteously with all levels of staff within the organisation orally, in writing or electronically.
- Efficient processing of patient letters.
- Ensuring accurate entering of patient data on the Swift and Excel.
- Ensuring accurate and timely filing of patients' records.
- To book interpreters where necessary for patients attending outpatient clinics and if necessary, request appointment letters to be translated.

#### Policy and Service Development

- To adhere to departmental policies and procedures.
- To keep a record of your training and developmental activities.
- Follows existing policies and procedures; may comment on proposals/implements policies and procedures in own area, proposes changes to policies and procedures in own area.
- Participate in clinical governance and quality improvement projects as allocated by the clinical lead

#### Financial and Physical

- To follow departmental guidelines when requiring petty cash
- Manage departmental stock levels e.g., admin stationery

#### Human Resources

- To attend mandatory training
- Record absence and report to appropriate human resources e.g., sickness/annual leave etc
- To participate in the induction, training and education of students and other staff in this setting.

- To undertake relevant activities to meet training objectives identified with your supervisor.
- To keep a record of your training and developmental activities.
- Demonstrates administrative, secretarial duties to new starters, less experienced staff.

#### Information Resources

- To ensure that up to date written and electronic records are maintained in accordance with Council standards including Swift, ESR, and Health roster

#### Research and Development

- To demonstrate ongoing personal development through participation in internal and external development opportunities, recording learning outcomes
- To participate in team audit and evaluation activities as agreed with your supervisor

#### Freedom to Act

- They work within established policies and protocols
- Deals with enquiries and implements procedures guided by standard operating practices.
- Works independently to defined policies and procedures, manages own workload.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	May include weekends and evenings. Mainly office based but some travel required.
Working conditions:	Mainly indoors. Occasional exposure to working outdoors.

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**PERSON SPECIFICATION**

<b>Post Title:</b>	<b>Director/Service/Sector:</b>	Ref:
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
<ul style="list-style-type: none"> <li>• NVQ Level 3 in relevant subject or equivalent experience and/or qualification</li> <li>• Typing/word processing skills (RSA III or equivalent )</li> <li>• Educated to GCSE 'O' or equivalent level.</li> <li>• Computer literacy</li> <li>• Health and Safety and risk awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of health and social care services</li> <li>• Good knowledge of LA/Health services</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>• Experience of working with a range of different IT packages including :Microsoft Office packages e.g. word, access and excel; SystmOne, PAS</li> <li>• Previous administration and/or customer service experience gained within the NHS or other large complex organization.</li> </ul>		
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>• Good interpersonal skills</li> <li>• Good personal organisation skills</li> <li>• Good communication skills both written and verbal</li> <li>• Basic numeracy and literacy</li> <li>• Excellent communication/telephone skills needed with the ability to communicate knowledgeably and courteously with all levels of staff within the organisation orally, in writing or electronically.</li> <li>• Good IT and keyboard skills and a thorough working knowledge of the Swift, Excel and esr/health roster</li> <li>• Experience of taking and relaying accurate messages.</li> <li>• Ability to demonstrate initiative, work unsupervised and prioritise work under pressure to meet service deadlines.</li> <li>• Ability to work alone or effectively within a team.</li> <li>• Ability to present a calm and professional manner at all times.</li> <li>• Ability to demonstrate an understanding of issue relating to qualities of discretion and confidentiality</li> <li>• Advanced keyboard skills for typing</li> <li>• Filing</li> <li>• Experience of taking and relaying accurate messages.</li> </ul>		

<b>Physical, mental, emotional and environmental demands</b>		
<p>Physical –</p> <ul style="list-style-type: none"> <li>• There is a frequent requirement to handle patients' occupational therapy/medical notes.</li> <li>• There is an occasional requirement to unload stationary deliveries.</li> <li>• There is a frequent requirement to sit/stand in a restricted position for a substantial amount of the working day.</li> </ul> <p>Mental –</p> <ul style="list-style-type: none"> <li>• Frequently required to concentrate in an environment where the workload can be unpredictable</li> </ul> <p>Emotional –</p> <ul style="list-style-type: none"> <li>• Occasional emotional stress when dealing with service users e.g., distressed relatives, carers or patients.</li> <li>• React in an appropriate manner to any concerns, expressions of anxiety or anger that may be displayed by clients/carers/relatives or external bodies &amp; bring to the attention of a senior member of staff those expressions not appropriate to be dealt with at this level.</li> </ul> <p>Working Conditions –</p> <ul style="list-style-type: none"> <li>• Office environment</li> <li>• Requirement to use VDU more or less continuously on most days</li> </ul>		
<b>Other</b>		
<ul style="list-style-type: none"> <li>• You may also need to travel between Council/Trust premises as required for the performance of your duties.</li> <li>• You may also be expected to work at any of the trust/Council sites.</li> <li>• The Council would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role</li> <li>• Ability to work outside normal office hours</li> </ul>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits