



## **Administration Assistant**

**Salary: Band: 5: £26,473 - £28,239 p.a.**

37 hours per week. Monday - Friday.

**This is an exciting opportunity at Adult Mental Health, St Marys Community Health Campus working in the Community Recovery Mental Health Service.**

**This post comes under a s75 agreement and will be seconded to the Hampshire & Isle of Wight Healthcare NHS Foundation Trust.**

**'Help me, when I need it, to live the life I want to live'.**

This is Adult Social Care's statement of purpose - it's why we exist. We are in the process of radically transforming the design of our services to deliver our purpose for our customers. Leaders, staff and those who use our services, at all levels are engaged in this work, to study, redesign, and continuously improve our ability to deliver our purpose. We are further developing our services to ensure that we are delivering a person centred and strengths-based approach.

Through Health and Care Portsmouth, a partnership of local organisations, we are working together to change the way we provide health and social care.

Our vision is to support people to live healthy, safe, and independent lives by developing and offering services that are joined up and provided in the right place, at the right time. <https://healthandcare.portsmouth.gov.uk/about/>

### **The Service**

The Adult Mental Health Service in Portsmouth is an integrated health and social care service, hosted by Hampshire and Isle of Wight Healthcare NHS Foundation Trust. Portsmouth City Council, Adult Social Care employ social care staff to work in the integrated provision, so we deliver a joined-up approach to meeting people's needs at the earliest opportunity.

We work hard to ensure we deliver a high-quality service and put those who use the service at the heart of everything we do. Our staff are supported in their roles and encouraged to develop; within this role you will receive regular supervision.

We take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. If you share these values and this is how you work, this role could meet your expectations.

### **What is the role?**

To assist the Social Care Lead and Social Care Manager in ensuring that the Administrative Policies and Procedures are effectively organised and followed by staff. Your duties will include:

- Undertaking administration and clerical duties relevant to the service.
- Maintaining databases for Placements and Packages of Care funded by Adult Social Care under Section 117 Aftercare.
- Organising the Care Management Panel, recording outcomes and actions.
- You will regularly use Care Management Systems, inputting data into ContrOCC (our specialised finance management system) to ensure providers are paid in a timely manner and care starts promptly.
- Maintaining Care Act Assessment data and upload to SystmOne (our health and social care record keeping system).
- Maintaining a database of Care Act Assessments and reviews, prompting practitioners to complete reviews in a timely manner.
- Contributing to best value by working in an effective way, and to suggest and implement improved ways of working wherever possible.
- Maintaining accurate accounting and budgetary control systems and produce accurate reports as required.
- Producing accurate, timely data and narrative to contribute to the S75 quarterly report.
- Carry out diary management, booking rooms and coordinating meetings as required.
- Produce letters, emails or memoranda using standardised templates ensuring accurate filing, recording and distribution. Dealing with correspondence and confidential information.
- Produce accurate minutes and full administration support for a range of meetings and investigations to include agenda preparation and follow up of appropriate actions.
- Supervising and assisting with PCC staff absence, communicating with HR, updating Fusion in a timely manner.
- Effectively supporting the smooth operation of the service.
- All duties will be carried out within Portsmouth City Council's Information Governance, Recording, and Data Sharing Procedures and Guidance.

- Acting in a way that supports and promotes Portsmouth City Council's Equal Opportunities Policy, which aims to ensure everyone has equal treatment and equal access to employment and services.
- Any other duties at the discretion of Social Care Lead and management requirements and as appropriate.

### **Who is the person?**

You need to:

1. Have previous experience of working in an administrative role.
2. Have knowledge and understanding of those with mental health needs, their families and carers.
3. Have good numeracy and literacy skills and a Level 2/3 administration qualification would be advantageous but not essential.
4. Have the ability to work flexibly, without direct supervision, with strong organisational skills and the ability to use your initiative to enable you to prioritise your workload in a service with competing demands whilst meeting deadlines.
5. Have the ability to participate in team and other meetings, such as Multi Agency Risk Management (MARM) Meetings, Safeguarding, Best Interest Meetings, ensuring any actions are completed by the agreed timescales and including taking accurate minutes if required.
6. Have good communication skills with the ability to converse at ease with customers and colleagues effectively in accurate spoken English, as well as in writing.
7. Have a good attention to detail & accuracy,
8. Have IT Skills to use Microsoft Office and Excel is essential and knowledge of SystemOne and Fusion would be an advantage.
9. Have the ability to interpret data; producing data and narrative for the S75 quarterly report.
10. Have experience of maintaining databases and spreadsheets and the ability to input and extract data accurately.
11. Have experience of Care Management Processes/Care Management Panel would be advantageous but not essential.
12. Have the ability to input data into a system (ContrOCC) with excellent numeracy skills to process financial transactions.
13. Have confidence in holding staff accountable for actions and following these up.
14. Have previous experience of a financial environment including the payment of invoices, managing a purchasing card, petty cash claims and monitoring budgets/reconciliation.
15. Have previous experience of ordering equipment and maintaining stock control.
16. Have a knowledge of Adult Social Care Policies and CQC legislation would be an advantage.
17. Have the ability to initiate improvements in administrative practices.

18. Promote and maintain a healthy and safe working environment.
19. Have the ability to evaluate and develop own practice and be willing undertake necessary training.
20. Have a knowledge and understanding of confidential working practices and promote such practice.

### **Additional information:**

**How to apply:** Please read the job profile and remember to demonstrate why you are suitable against each of the points described in the 'Who is the Person' points on the profile. This might be through qualifications or descriptive examples from your work / personal experience, which clearly illustrates what you did and the effect it had.

### **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way, and you can withdraw your consent at any point in the recruitment process, and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.