

## Receptionist and Administrator – Alcohol and Drug Service

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<b>Department:</b>	Mental Health Services
<b>Section:</b>	Alcohol and Drug Service
<b>Reports to:</b>	Head of Service, Alcohol and Drug Service
<b>JE Ref:</b>	HCS1169
<b>Grade:</b> CS05	<b>JE Date:</b> 08/12/2022

### Job purpose

To provide a reception service for clients attending the Alcohol and Drug Service, ensuring an approachable, positive and non-judgemental experience.

To provide administration assistance to the Alcohol and Drug Service multi-disciplinary team members based at Maison Le Pape, to ensure the treatment service operates effectively and efficiently.

### Job specific outcomes

Act as front-line contact for the clinics and visiting personnel to the Alcohol and Drug Service. This may include responding to people in emotional distress. Respond to incoming correspondence, telephone calls, and enquiries

Make and record outpatient appointments on the Trakcare and Care Partner computerised systems. Maintain the multi-disciplinary professionals computerised outlook diaries.

Use the JD Edwards and Supply Jersey ordering systems for procuring items as requested. Process the receipting of goods and invoices utilizing the guidelines set up by the Health & Social Services Finance Department

Ensure client information, reports and correspondence are inputted to Care Partner patient electronic recording system. Distribute correspondence to other departments and agencies when appropriate.

Assist in the preparation of statistical information required by the service.

Respond to referrals; record, file and scan client information, liaise with the multi-disciplinary staff, contact patients, arrange interpreters, book rooms and update referral spreadsheets.

Arrange and attend meetings, prepare minutes, agendas and ensure their appropriate distribution.

Prepare training materials such as slides, overheads, handouts etc. Organise catering, room set up, appropriate venues for events and meetings.

Make multi-disciplinary team members travel arrangements for approved visits and study leave in liaison with hospital travel department policies.

Undertake other duties and provide cover as directed from time to time, or in the absence of other secretarial and reception staff.

Adhere to the principles held within the Core Values

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

**<Delete the following statement if not applicable>**

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

### Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

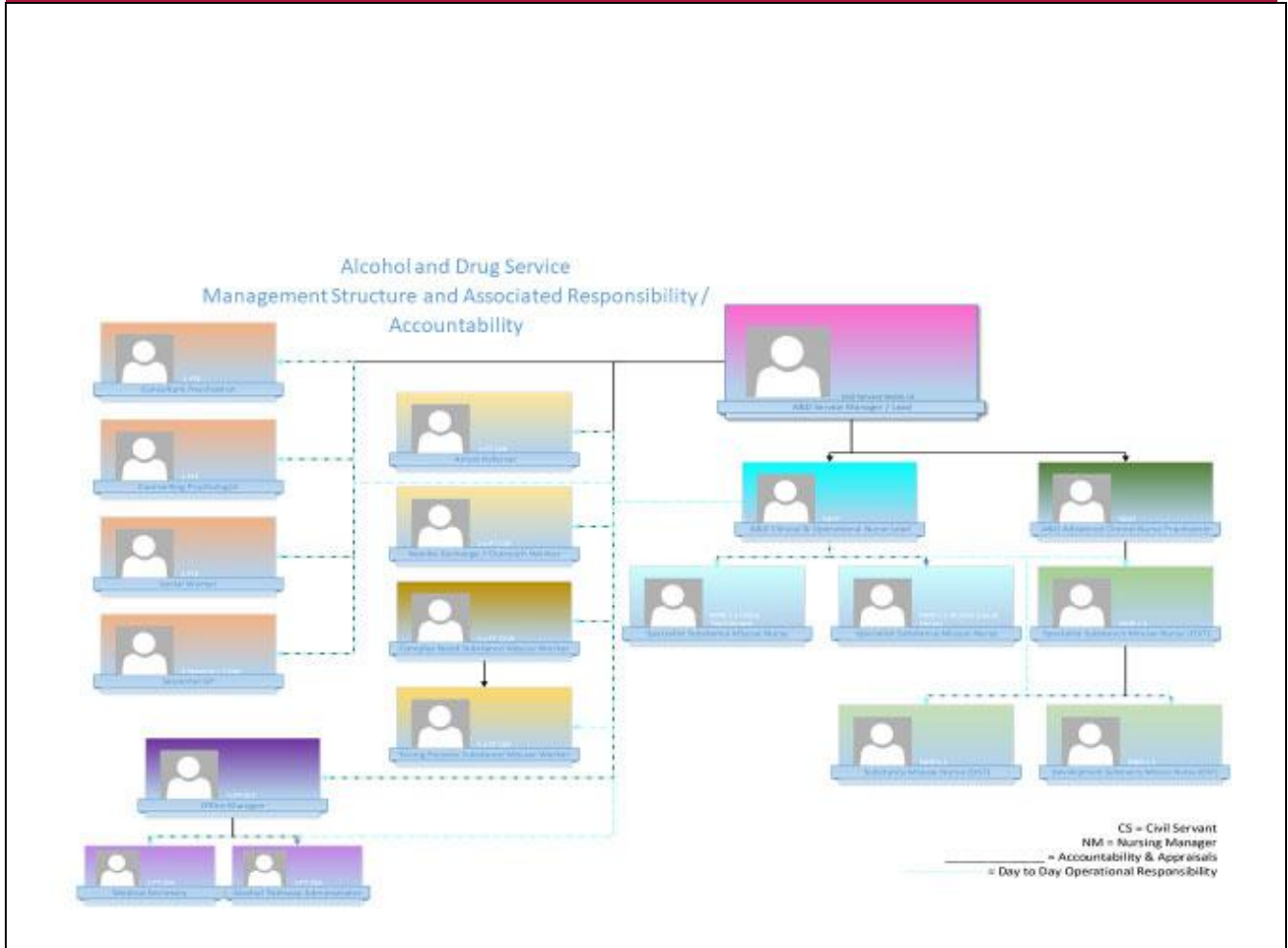
- *List the primary service areas that are accountable to the role*
- XX
- XX

### Organisational structure

#### Government Departments



**Organisation chart**



## Person Specification

### Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>		Business administration / office
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	An understanding of working within an office environment	<p>A use and knowledge of Microsoft office systems, data bases and hospital systems such as Trakcare, Care Partner and ECDL accreditation would be an advantage.</p> <p>Knowledge of medical/psychiatric terminology would be an advantage.</p>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	Will be expected to have fluency in spoken and written English.	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Good inter-personal, communication and organisation skills are essential. The post can be stressful due to the nature of the work and calls for a mature personality and a non-judgemental attitude.</p> <p>The post holder will be subject to continual interruptions by telephone calls, visitors to the service and queries. It is therefore, imperative that the post holder has a high degree</p>	

	<p>of accuracy and the need for flexibility is essential.</p> <p>Will be expected to have a high degree of confidentiality</p> <p>Will have the ability to deal with sensitive issues in a diplomatic way and should be able to ascertain any immediate risk and escalate concerns referrals to senior team members</p> <p>The post holder must be able to use their initiative and set, and work within, their own deadlines and have the ability to prioritise own workload.</p> <p>The ability to accept flexible working hours on occasions is desirable.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Previous experience of working in a role requiring administrative skills.</p> <p>The post holder is expected to respond to clients and must therefore have experience in responding to people who are distressed, intoxicated or disagreeable. The post holder must be able to communicate on such occasions without causing further distress.</p>	<p>The ability to work well and relate well to a multidisciplinary team of service professionals is essential. Experience of working in a team is preferable.</p>

## Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.