

The Patients’ Advocacy Service (PAS) aims to provide an independent, highly skilled, responsible and professionally run service within The State Hospital. Whilst observing the safety and security of the Hospital, the service works independently within it to promote patients as individuals, to support them and to enable them to be fully informed and involved in their care and treatment.

PAS is looking for an experienced administrator, working up to 21 hours per week from the office based in The State Hospital. The post can be negotiated to work across days and may be suitable for someone looking for school based hours and is a great opportunity to join our team. The post holder will be responsible for the day to day administration of PAS, compiling reports, dealing with confidential information and managing all telephone enquiries.

The successful applicant will be polite, helpful and have excellent communication skills as well as the ability to work well as part of a small team. Prior office experience is essential and work involving those with mental health or intellectual disabilities would be advantageous. This role would suit someone with good Microsoft office skills, strong organisational and interpersonal skills and who can prioritise and manage their own workload whilst effectively multi-tasking.

Closing Date: Monday 27th March 2023

Interview Date: Monday 17th April 2023

**Job Description – Administrator**

**Hours:** Up to 21 hours – negotiable as is the days of work

**Salary:** £19,123 - £19,969 (pro rata)

**Annual Leave:** 20 Days with an increase after 2 and 5 years

**Location:** The State Hospital, Lampits Road, Carstairs, Lanarkshire, ML11 8RP

**Accountable to:** PAS Manager

**Principle Duties and Responsibilities:**

* First Point contact for Advocacy Referrals
* Answering telephone and establishing requirements of caller – direct as appropriate
* Update forms as and when required
* Input contacts on database
* Updating spreadsheets as necessary
* Handling of office general emails
* Mail
* Minute taking
* Updating patient records
* Stationery / office supplies
* Extracting data for Reporting purposes
* Keeping up to date records
* To provide reporting and information to PAS/TSH Board as required
* Data input
* Scheduling and preparation of planners
* Scanning documentation
* Maintaining staff records
* Assist in preparation for team meetings, room bookings, events, board meetings etc

## Other Duties

This job description is broad based and is not intended to be an exhaustive list of all possible duties as it is recognised that jobs change over time.

**Personal Specification**

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| **QUALIFICATIONS** |
| Educated to higher level | Essential |  |
| **EXPERIENCE** |
| Previous experience of working in a busy environment, a secure setting would be advantageous. |  | Desirable |
| Strong interpersonal skills and the ability to deal with a diverse range of people. | Essential |  |
| Knowledge of the Mental Health (Care and Treatment) (Scotland) Act 2003 |  | Desirable |
| Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others | Essential |  |
| **SKILLS** |
| Competence with Microsoft platforms and IT packages and an ability to maintain records and produce clear written and oral reports. | Essential |  |
| Excellent organisational and analytical skills and the ability to manage a wide range of tasks | Essential |  |
| Has the ability to set priorities and manage own workloads with minimal supervision |  | Desirable |
| Ability to work as a team player | Essential |  |
| Flexible and non-judgemental approach to people and work | Essential |  |