|  |  |
| --- | --- |
| **Job Title** | Secretary/Receptionist |
| **Reports to** | The Senior Psychiatrist |

|  |
| --- |
| **Job Purpose** |
| To coordinate all of the operations in Psychological Services and undertake all secretarial duties associated with the unit under the direction of the Senior Psychiatrist. |

**Key Tasks and Responsibilities**

* Ensure the smooth operation of the appointments system. This will involve making the initial appointments and ensuring appropriate follow up.
* Act as the receptionist in the unit and be the initial point for telephone and e-mail enquiries.
* Provide a full secretarial service for the psychiatrist and psychologists. This will involve handling sensitive and confidential information; the post holder will be restricted by the rules of medical confidentiality.
* Initiate and record the results of boy and staff surveys using on-line mechanisms.
* Ensure that the unit’s electronic and paper records are kept securely and efficiently.
* Other duties as may be reasonably requested by the Senior Psychiatrist.
* Commitment to equality, diversity & inclusion
* Commitment to safeguarding and promoting the welfare of children

|  |
| --- |
| **Skills and Competencies Required** |
| To be successful in this role, the incumbent should have:   * Excellent IT skills * Ability to transcribe accurately * Attention to detail * Excellent communication skills particularly with vulnerable adolescents * Flexible proactive approach * Ability to prioritise and manage high workload * High degree of confidentiality * Tactful and discreet * Reliable * Adaptable * Highly motivated * Strong team player |