

<b>Job title</b>	Mental Health Act Administrator	<b>Job family</b>	Healthcare
<b>Reporting to</b>	Business Support Services Manager	<b>Job code</b>	BSS/022
<b>Location</b>		<b>Evaluation Date</b>	25/02/2013

**Main Purpose**

Co-ordinates, administers and monitors the implementation of the internal processes and statutory procedures required for the registration, admission and treatment of patients detained in accordance with the regulations schedules of the Mental Health Act (MHA).

**Key Accountabilities**

**Quality**

1. Co-ordinates the accurate and timely completion and processing of section papers and associated documentation ensuring the relevant information, signatories and permissions are obtained and recorded in accordance with the requirements of the MHA and code of practice.
2. Ensures patients, their relatives, legal representatives and official agencies are provided with the information and documentation required to effect the detention, registration and admission of an individual under the provisions of the MHA.
3. Liaises with clinicians, allied professionals, patients, their families, legal representatives and official agencies. Receiving and responding to enquiries and requests for information in accordance with company policy, service level agreements and statutory regulations.
4. Organises and services all associated meetings ensuring the effective and timely production, collation and distribution of reports, minutes and other relevant documentation.
5. Ensures that all information and documentation is correctly processed in line with policies and procedures in order that regulatory and statutory requirements are met. Maintains the audit trail ensuring up to date and accurate information can be provided or accessed as required.

**Innovation**

6. Seeks to improve processes and the general ebb and flow of information so that the division can operate efficiently.

**Value**

7. Ensures the services and support provide offers good value for money and supports the overall aim of the site.

## **Knowledge & Skills**

Educated to GCSE/O level standard and studying for an IMHAP certificate or diploma. The role holder should also be competent in the use of standard office applications such as Word, PowerPoint and Excel.

## **Experience**

Experience within a relevant administrative or clinical role is required.

## **Autonomy & Impact**

Works within established procedures referring more complex issues to line manager or seeking advice from professional colleagues.

## **Intelligent Problem Solving**

The majority of problems are routine where solutions will be based upon previous experience or acquired knowledge.

## **Responsibility**

### **Staff**

Assists less experienced or junior colleagues.

### **Budgets & equipment**

Collective responsibility for the care and security for equipment and consumables on site.

### **Informatics**

Responsible for the security, confidentiality and accuracy of data, information and systems.

## **Communication & Interaction**

Communications will regularly require a degree of judgement, as information will need to be gathered, exchanged with a wide variety of people from different backgrounds operating at different levels. The role holder will need to adapt their approach to meet the needs of the particular situation and individual circumstances involved.

## **Working environment**

The problems faced by patients and their families will present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

## **Special Features**

The role holder may be required to hold a current driving licence and undergo certified and mandatory training.

## Upholding Company Values

Competency	Req'd Level	Descriptors
<b>Quality - Of care, treatment, of facilities and of staff</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Checks quality of own work</li> <li>✓ Follows procedures</li> <li>✓ Corrects errors and mistakes</li> <li>✓ Complies with relevant regulatory and statutory requirements</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Double checks accuracy of own and work of others</li> <li>✓ Carefully monitors and checks the accuracy and quality of others' work</li> <li>✓ Values the input and expertise of colleagues</li> <li>✓ Keeps clear, detailed records and files</li> </ul>
<b>Innovation - Being forward thinking and thought leaders</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Adapts new services already introduced in other areas within the group</li> <li>✓ Amends these services to suit the needs of the local service</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Proposes new services to regional management, taking into account the local needs of the area</li> <li>✓ Assists and supports regional management with developing and implementing these new services</li> </ul>
<b>Value - Due to transparency and flexibility</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Prices services in line with local needs</li> <li>✓ Reacts to local feedback regarding pricing of services</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Regularly reviews services and price points adjusting where appropriate</li> <li>✓ Adjusts prices in line with demand for services</li> </ul>