

**Job Advert – IPS Triage and Administration Assistant (Newham)**

**Job Title:** IPS Triage and Administration Assistant

**Grade:** NJC scale point 7 currently £23,731, per annum inclusive of Inner London Weighting. At NJC scale point 7 for 21 hrs, currently £14,238 per annum.

**Hours:** Part-Time, 21 hours per week

**Accountable to:** Operations Director, Employment Services

**Supervised by:** Service Manager, IPS Newham

**Location:** Newham/Tower Hamlets sites

**Contract Term:** Fixed term until March 2022

Mind in Tower Hamlets and Newham is a charity providing a wide range of services for residents including counselling, mental health support services, advocacy, and community engagement activities.

We now have an exciting and new opportunity to recruit an IPS Triage and Administration Assistant to support the IPS Employment Team as part of the Newham IPS (Individual Placement and Support) service.

The IPS Triage and Administration Assistant plays a key role in the operation of the Individual Placement and Support (IPS) Service in Newham. The postholder will be responsible for receiving referrals to the service, made by Mental Health Professionals and Primary Care Networks across Newham.

The postholder will provide a professional and speedy response to all enquiries regarding the service from healthcare professionals, clients, and their families. You will deal with enquiries over the telephone and by email, providing information on the IPS service to the public and clients and signposting on where necessary. You will make appointments for Employment Specialists, supporting the Service Manager to ensure full representation of the service at clinical team meetings and will help to manage the diaries and the caseloads of the IPS team.

You will provide office administrative support to the IPS Newham service, which includes data collection, collation, and input of outcome measures as well as proactively supporting promotion of the service through the dissemination of information and publicity material across clinical services (mental health services and PCNs).

The successful candidate will have substantial and demonstrable experience of working in an office environment, provide high level customer service support, preferably in a health or social care setting and be proficient in the use of IT systems.

With the ability to work as part of a team and on your own initiative prioritising and managing your own workload, you will possess excellent organisational and communication skills with the ability to communicate with professionals, residents, and a wide range of people from diverse backgrounds and needs.

There are opportunities for training and benefits including: a company pension, 30 days’ annual leave pro-rated until the end of contract, a comprehensive E-Learning Programme and access to the Employment Assistance Programme (EAP).

This post is subject to an enhanced Disclosure and Barring Service Check.

**Closing date:** 9am, Monday **6th September 2021**

**Interviews: Wednesday 15th September 2021**

**Applications welcome from all sections of the community**