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**IPS Triage and Administration Assistant - Newham**

**Job description**

**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.

**Contract:** 6 monthsuntil 31st March 2022

**Hours:** Part-Time for 21hrs per week

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

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

**Location:** Newham/Tower Hamlets sites

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

**Management Structure**

Mind in Tower Hamlets and Newham staff are accountable to the CEO. The IPS Triage and Administration Assistant will be supervised by the IPS Service Manager and accountable to the Operations Director for Employment Services, who reports to the CEO.

**Purpose of the Post**

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).

**Referral process**

* Support the process for the receipt, triage, and allocation of clients to the IPS Newham service.
* Support the proactive promotion of the service to the mental health teams, and communities, as well offering information to people who may be from a diverse range of backgrounds and cultures over the telephone and face to face.
* Where the data shows a low number of referrals, support the Service Manager to identify ways of promoting the service to those communities/ teams.
* Support the service manager to ensure that referrals are responded to within the agreed timeframe, monitoring throughput of client referrals to the service and ensuring that Employment Specialists have the required optimum caseload at any point.
* Respond to and logging calls to the service, screening and signposting as appropriate and passing on messages as necessary
* Arrange appointments and manage cancellations as appropriate for staff
* Provide a service that is based on sensitivity and respect for clients
* Maintain confidentiality regarding clients and their contact with Mind in Tower Hamlets and Newham, adhering to the confidentiality guidance of ELFT NHS Trust and Mind in Tower Hamlets and Newham.

**Supporting the Team**

* Support the service manager in the collection and collation of monthly, Quarterly and Annual reporting requirements, and other ad hoc reporting requests.
* Support the service manager in the collection and response to feedback from clients and their families.
* Support the IPS team with individually focused employer engagement, for example disseminating information relating to mental health training available to employers
* Support the IPS team with the collation of advertised job opportunities, disseminating these to the team on a weekly/ monthly basis
* Support the team with diary management, ensuring that team meetings are well communicated
* Ensure that all work conforms with MITHN’s systems and procedures

**Duties required of all Employees**

* Promote Mind in Tower Hamlets and Newham’s services and the IPS service to clients and the public
* Undertake the induction programme as devised and assist in induction of new staff, if requested to do so
* To attend supervision, staff meetings, team meetings, appraisals, training, and other meetings as required
* Undertake all duties in accordance with Mind in Tower Hamlets and Newham’s policies, with reference to the Equal Opportunities and Health and Safety policies to maximise he safety of clients and staff
* Undertake other duties and accepting special responsibilities to main or enhance the services delivered by the organisation
* To always work in the best interests of Mind in Tower Hamlets and Newham
* To carry out other duties consistent with the post

**This job will be reviewed periodically in line with the organisation’s Business Plan. Mind in Tower Hamlets and Newham aim to reach agreement on changes, but if agreement is not possible, Mind in Tower Hamlets and Newham reserves the right to change the job description**

Reviewed and updated: August 2021

**PERSON SPECIFICATION**

**IPS Triage and Administration Assistant**

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| **Experience** | | |
|  | Substantial and demonstrable experience of working in an office environment | **E** |
|  | Substantial and demonstrable experience of providing customer service support, preferably in a health or social care setting | **E** |
|  | Demonstrable and substantial experience of using IT systems | **E** |
|  | Demonstrable experience of implementing administrative policies and procedures in a busy environment |  |
| **Knowledge** | | |
|  | Good knowledge of Microsoft Office, Word, Outlook, Excel, Publisher | **E** |
|  | Understanding of data protection and client confidentiality requirements in health and social care settings | **E** |
|  | Understanding of mental health issues or a willingness to learn | **E** |
| **Abilities & Skills** | | |
|  | Excellent written and verbal communication skills | **E** |
|  | Good telephone manner, remaining helpful and calm at all times | **E** |
|  | Ability to organise, prioritise and plan own workload | **E** |
|  | Ability to pay attention to detail | **E** |
|  | Excellent Interpersonal skills | **E** |
|  | Ability to work under pressure | **E** |
|  | Ability to access relevant signposting information | **E** |
|  | Friendliness and approachability | **E** |
|  | Flexibility and willingness to work as part of a team | **E** |
|  | Polite and courteous | **E** |