

**Administrator – Talking Therapy**

**Job Description and Person Specification**

**Job Title:** Administrator – Talking Therapy Service

**Salary:** NJC scale point 7-14, currently £23,731 - £26,719, per annum inclusive of Inner London Weighting.

**Accountable to:** CEO

**Supervised by:** Clinical Delivery Manager

**Location:** Open House, 13 Whitethorn St, E3 4DA

**Hours:** **Full Time 35hrs per week, Monday – Friday with some flexible evenings**

**Background Information**

We celebrate diversity amongst our staff, clients and communities and actively promote anti-racist and anti-discriminatory practices throughout our organisation.

Mind in Tower Hamlets and Newham (MITHN) has a strong reputation for delivering good quality counselling services for over 20 years, achieving positive recovery outcomes.

This is a BACP accredited service and operates using a volunteer counselling placement model alongside paid clinical counselling staff.

This contract forms part of Tower Hamlets Talking Therapies (THTT) and Newham Talking Therapies (NTT) delivered in partnership with NHS East London Foundation Trust and operates within an IAPT framework adhering to NICE guidelines and a stepped care approach. The service contract has national KPI’s that include recovery rates, waiting times, and access targets.

**Management Structure**

All Mind in Tower Hamlets and Newham staff are accountable to the CEO. The Administrator will be supervised by the Clinical Delivery Manager who reports to the CEO.

**Overall purpose of the post**

To provide project administrative support across the Tower Hamlets and Newham Talking Therapy services. Currently this service consists of bereavement counselling, brief counselling, and early bereavement support.

**Key Responsibilities of post:**

**Administration of appointments, client contact and Bookings**

* To work alongside and assist the Counselling Team to ensure that the service is effective and responsive to clients’ needs.
* To complete all appointment bookings for patients accessing counselling sessions in accordance to the current waiting list
* To review counsellor’s diaries to ensure their bookings are at full capacity and adjust accordingly for appointment cancellations, sickness and annual leave
* To keep an updated record of all bookings complete on an Excel Spreadsheet / Google Spreadsheet as well as reflect this on the NHS database IAPTus
* Setup new staff on all databases and user accounts as well as close all accounts for staff who have left
* Ensure screened referrals are allocated to the appropriate counsellor in accordance to the inclusions/exclusions the referral labels state
* Regularly monitor the waiting list to ensure that clients are allocated in a timely manner.
* Ensure that any high priority clients are allocated within the required timeframe, these include perinatal referrals, early bereavement support and NHS employees accessing Talking Therapy.
* Manage effective client correspondence, ensure that client appointment letters, DNA notification letters, discharge and any text reminders etc. Are sent within a timely manner.
* Receive calls to the service ensuring that any client related calls are dealt with or passed on to the appropriate person.
* Manage the administrative responsibilities for clients who access the service
* Liaise with counsellors and Coordinators with regards to any client related queries or around internal or external referrals to other services.
* Respond to correspondence requests from Talking Therapy staff relating to client matters, e.g. letters to GP other provider, health professionals when instructed.
* Maintain appropriate administrative records; data input where appropriate and including monitoring information and accessing the IAPTus database to appropriately reflect the activity of the service.

**Volunteer Counselling Placement Recruitment and Staff:**

* In conjunction with the Counselling Delivery Manager, provide recruitment administrative support for Volunteer Counselling Placements programme.
* Receive any applications and redirect to the Counselling Deliver Manager for screening and shortlisting.
* Provide administrative support in communicating and informing candidates as part of the selection, interview and placement confirmation process.
* Work closely with the Senior Administrator in ensuring that all relevant details have been passed on for DBS checks/screening.
* Support the Clinical Delivery Manager in communicating and providing administrative support around inductions and that they adhere to MITHN and ELFT policies and procedures.
* Support the Clinical Delivery Manager in ensuring that all staff/volunteers have been allocated to a clinical supervisor and case manager.
* In conjunction with the Clinical Delivery Manager, ensure that staff/volunteers have access to NHS IT systems (NHS Email, IAPTus, Webex)
* In conjunction with the Clinical Delivery Manager support any communication and liaise with staff/volunteers to ensure they receive and attend training from ELFT and MITHN, particularly around IAPTus, care pathways, local risk assessment, safeguarding and health and safety management arrangements and protocols
* Maintain a database to record and collate information relating to counselling volunteers equalities monitoring and placement information.
* Maintain good relations and effective communications with volunteers, counsellors and partners

**Duties required of all employees:**

* Undertake the induction programme as devised and assist in the induction of new staff, if requested to do so.
* Attend and participate in 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, Health and Safety, Safeguarding and Risk Management policies to maximize the safety of clients and staff
* Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham
* To carry out other duties consistent with the post

**This job will be reviewed periodically, Mind in Tower Hamlets and Newham reserves the right to change the job description**

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**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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| **Experience** |
|  | Experience of working in an office environment | **E** |
|  | Experience of providing reception services either in a health or social care setting | **E** |
|  | Demonstrable and substantial experience of using IT systems, in particular patient database systems (IAPTus or similar) | **E** |
|  | Demonstrable experience of implementing administrative policies and procedures in a busy environment | **D** |
| **Knowledge** |
|  | Excellent knowledge of Microsoft Office, Word, Outlook, Excel and database systems | **E** |
|  | Understanding of mental health issues or a willingness to learn  | **E** |
| **Abilities & Skills** |
|  | Excellent written and verbal communication skills | **E** |
|  | Good telephone manner, always remaining helpful and calm | **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** |
|  | Flexibility and willingness to work as part of a team | **E** |
| **Personal Circumstance/Attributes** |
| 1. 18
 | Friendliness and Approachability, Enthusiasm, Probity, Industriousness | E |
| 1. 19
 | Personal resilience and flexible attitude in the face of difficulties | E |
| 1. 20
 | High level of self-awareness – the ability to reflect on own practice and to share personal experience. | E |
| 1. 21
 | Commitment to personal development and willingness to regularly update skills and experience | E |
| 1. 23
 | A commitment to Equality, Diversity and Inclusion | E |