Brent, Wandsworth & Westminster Mind

**JOB DESCRIPTION**

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| **Job Title:**  | Team Administrator - Psychological Therapies |
| **Grade & Salary:**  | WM5 £24,217 |
| **Hours of work:** | Full Time (5 days per week) |
| **Contract** | Fixed Term – 6 months with possibility of extension  |
| **Line Management Reports:**  | None  |
| **Accountable to:** | Senior Services Manager |
| **Functional Responsibility:**  | Administration of Psychological Therapies – inclusive IAPT and Private Paid Counselling Services |
| **Job Purpose:** | To provide accurate and efficient administration across the service offers, processing referrals, service users and carrying out data analysis as necessary for reporting |
| **Based at:** | Hopkinson House, 6 Osbert Street, London SW1P 2QU |

* To manage the service’s diary and coordinate service providers with client bookings
* To administer and monitor the systems for room bookings, and other spaces for the service as required including team meetings
* To administer the system for bringing in clients and moving them through the process to receive service support
* To maintain and develop the system database, storage and extraction of client and other information records. To provide support to the Clinical Lead in reporting on service level data
* To provide an administrative service to all staff and volunteers who make up the service offer
* To be the first point of contact for the service via email, telephone and any other methods of communication
* To process referrals onto the client record keeping database as and when required
* To be responsible for the distribution of the batch printing of Patient letters and other service correspondence
* To maintain and develop the service’s client database, IAPTUS, including managing the efficient storage and extraction of client records and other information.
* To work closely with our database provider to ensure that systems are up to date and efficient in line with our reporting targets and service development; including any potential improvements and developments for the database to complement our monitoring and evaluation processes
* To maintain a referral directory, counsellor matrix and other recording keeping systems for the service
* To liaise with, and support where required, Counsellors clinical appointments in directly booking in Patient appointments, updating availability to utilise optimisation of appointments available on a daily basis
* To administer and oversee petty cash and invoices for the service, across Teams
* To participate and coordinate data collection and maintain a referral directory
* To maintain client records and information securely and with strict confidence
* To carry out any other duties commensurate with the grade
* Inductions and training for new members of staff in the department
* To support Head of Operations in collating performance data across all departments from Service Leads for National Mind Quarterly reporting requirements

**PERSON SPECIFICATION**

* Excellent customer service skills including the ability to communicate with clients that may be distressed
* The ability to use client record databases, ideally IAPTUS.
* Experience or an interest in working in the field of mental health
* Experience of using Word and Excel to produce tables, forms, complex mail merges and use of basic formulas
* Experience of using Microsoft Office packages, including Word but particularly excellent use of Excel to produce tables, forms, mail merge and manipulate data sets and all related formulas and data functions.
* Experience of data entry into multiple systems, ensuring a high level of accuracy and compliance
* Excellent verbal communication skills and experience of working in a customer-facing role. Including the ability to communicate well, being supportive and clear over the telephone with challenging or distressed people.
* Excellent written communication skills
* Excellent organisational and multi-tasking skills.
* Excellent attention to detail
* Good time management with the ability to prioritise own work and work to competing deadlines
* Ability to setup efficient and effective office systems (filing, data storage and retrieval)
* Ability to work independently, work in a process driven way and remain self-motivated in the role
* Ability to self-prioritise and work flexibly in changing priorities
* The ability to liaise with counselling clients, counsellors, supervisors and referrers, whilst maintaining and adhering to strict client confidentiality protocols
* Ability to work under pressure

February 2022