



MIND IN BEXLEY LTD

Job Title:	Improving Access to Psychological Therapies (IAPT) Administrator
Salary:	Band 4 £22,308 p.a.
Pension:	Access to Stakeholder pension
Hours:	Full time, 37.5 hours
Holidays:	35 days per annum, including public holidays
Based at:	2a Devonshire Rd, Bexleyheath DA6 8DS
Responsible to:	Senior Administrator/Service Lead
Accountable to:	Clinical Lead/ Chief Executive Officer

Purpose:

The post-holder will work within the **Mind in Bexley** IAPT service and will need to develop an understanding of IAPT service objectives and support the IAPT service staff in carrying out their duties.

This will range from data entry in relation to referrals, general typing, taking calls from clients, arranging appointments, distribution and/or processing of post, arranging meetings, receiving and disseminating information and the provision of a receptionist service in order to enable the team to carry out a range of clinical activity as quickly and effectively as is required.

The post holder will work closely with other IAPT administrative staff in the department, sharing work where necessary and providing cover for each other when on leave.

The postholder may be expected to work evenings to provide cover for evening clinics (8.00 am to 8.00pm) and in addition cover other out of hours provision as appropriate to provide administrative support for the team.

The post holder will:

- Work within the **Mind in Bexley** Service which is commissioned by Bexley Clinical Commissioning Group and delivered by Mind in Bexley Ltd.
- Work with adults from varying cultural backgrounds, be committed to equality of access and demonstrate an understanding of diversity.

Main Responsibilities:

The overall service provides a clinical, employment and social support package for clients experiencing mental health difficulties and for whom interventions of up to and including step 3 are appropriate. This is an outline of the postholder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the IAPT service.

The post holder will:

- Deal with telephone calls, correspondence and direct contacts with clients and other internal or external agencies in an appropriate and professional manner, using judgement and discretion where necessary and to refer complex matters or matters relating to clinical risk to relevant senior members of staff in a timely manner.
- Process client referrals received in accordance with service policies and procedures.
- Book client initial assessment appointments.
- Arrange meetings and training events for the team as and when required.
- Act as secretary at meetings if required, taking and distributing minutes as appropriate.
- Understand health and safety regulation and assist in maintaining a safe environment for clients and visitors to the department in accordance with fire, health and safety procedures.
- Should be aware that IAPT produces confidential information relating to clients. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

- Arrange interpreter services (to include BSL and other)
- Monitor and respond to all enquiries received via email, post or voicemail where required.
- Meet weekly service targets and deadlines as provided by your line manager.
- Ensure clients are communicated with at the earliest opportunity regarding any changes to appointments due to staff absence.

Information and Resources:

The service will be utilising the IAPTus database programme in order to provide the required Key Performance Indicators to the Department of Health as well as other internal recording systems that are vital for the delivery of a fully integrated person centred IAPT service. The post holder will be responsible for:

- Ensuring they become conversant with all aspects of the IAPTus system.
- Ensuring that IAPTus is regularly updated with client information to ensure that accurate data can be generated for reporting purposes.
- Maintaining all client file systems in an accurate, timely and appropriate manner in accordance with service managers instructions and service procedures.

General:

The post holder will be expected to:

- Take responsibility for own health and safety and the health and safety of colleagues, clients and the general public.
- Take responsibility for ensuring that legal obligations regarding information which is processed for clients is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- To undertake other such duties consistent with the post, as jointly agreed between the post holder and Mind in Bexley's Chief Executive.
- To contribute to the ongoing development of the service and to best practice.
- To at all times deliver the service in line with and adhere to Mind in Bexley's Policies and Procedures.

**Mind in Bexley Person Specification
IAPT Administrator**

	Essential	Desirable
Qualification	<p>Good basic education to GCSE standard or equivalent (GCSE grade C or equivalent in Maths and English)</p>	<p>Evidence of working with people who have experienced a mental health problem</p>
Experience	<p>Experience of working with people who have experienced a mental health problem, specifically anxiety and depression.</p> <p>Experience of managing own time and undertaking administration.</p> <p>Experience of producing high standards in verbal and written communication</p>	<p>Experience of working in Primary Care Services</p>
Skills & Competencies	<p>Computer literate with the ability to use computer-based information system to record all client activity.</p> <p>Excellent verbal and written communication skills, including telephone skills</p> <p>Able to communicate clearly and effectively with colleagues, service users, carers and relatives.</p> <p>Ability to work as an effective team member and form good working relationships.</p>	<p>Excellent customer service skills, including a professional telephone manner.</p> <p>Excellent attention to detail.</p> <p>Drive to learn quickly, especially in relation to internal IT applications.</p> <p>Ability to work independently as well as part of a team.</p>
Knowledge	<p>An understanding of anxiety and depression and how it may present</p>	<p>Good working knowledge of</p>

	in Primary Care	<p>Microsoft Office.</p> <p>NHS/IAPT/Mind in Bexley client pathways.</p> <p>NHS IT Systems – IAPTus.</p>
Other Requirements	<p>High level of enthusiasm and motivation.</p> <p>Ability to work under pressure and manage own personal stress.</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality.</p> <p>Commitment to Mind in Bexley’s Diversity, Equality and Equity Policy.</p> <p>Willingness to undergo an enhanced CRB check.</p>	<p>Ability to keep calm and focussed in pressurised situations.</p>

Items in bold print are the short-listing criteria, if you do not address these (explaining fully how you meet them) on your application form you will not be short-listed.

Closing date: Thursday 21st October 2021 at 5pm
Shortlisting : Friday 22nd October 2021
Interview date : To be advised