

**Job Description – Living Well Tameside Administrator**

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| Responsible to | Team Leader |
| Salary | £24,790 (NJC scale fixed point 5) (**pro rata**)  |
| Hours per week  | 22.5 |
| Annual Leave per annum | 25 days per annum (**pro rata**) |
| Location | Tameside & Glossop |
| Contract | Fixed Term until 31/03/25 (with a view to extend) |
| Level of DBS check | Standard |

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| **Main aims of the post** |
| We are looking for a motivated administrator to join Living Well Tameside.You will work across five neighbourhoods (Ashton, Denton, Stalybridge, Hyde, and Glossop), supporting a complex needs mental health service, alongside a team of Peer Support Coaches, Mental Wellbeing Coaches, and working in partneship with Psychological Therapists and Senior Mental Health Practitioners. The successful candidate will be highly motivated and have first-class administation skills and computery literacy.You will have the ability to multi-task and organise and prioritise your own workload. Additional training will be provided.Living Well Tameside is a partnership of various oragnisations that was developed based on lived experience feedback.The organisations involved include The Big Life group, Tameside, Oldham & Glossop Mind, and Pennine Care NHS Foundation Trust. We work together to ensure people in Tameside have access to the right support. We can provide excellent opportunities for ongoing personal and professional development through regular supervision and training opportunities.We welcome applications from people with personal experience of mental health problems. |

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| **Main duties of the post** |
| 1. To be the first point of contact for enquiries or information
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| 1. To collate, analyse and disseminate data and information as required
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| 1. Take accurate minutes for Multi-Disciplinary Meetings (MDTs) and Daily Huddle Meetings.
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| 1. Manage new referrals, prepare daily huddle documents and action outcomes following the huddle.
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| 1. To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures
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| 1. To direct communication as necessary, by phone, email or face to face
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| 1. To assist with managing the post and main service emails.
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| 1. To assist with the sending of key documents to GPs and Primary Care Mental Health Teams
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| 1. To assist with inputting patient referrals into a Client Database system and manage referrals and discharges when required
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| 1. To gather monitoring - and other – information from clients. This may involve completing self-referrals via the telephone or recording information regarding compliments and complaints.
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| 1. To produce information, reports or other literature as necessary including meeting minutes and dissemination to the team
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| 1. To continuously improve systems and processes to assist with increased efficiency, to save money and to ensure regular service improvements
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| 1. Complete general stock orders for day-to-day running of the office
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| 1. To assist and participate with service promotion events and activities
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| 1. To book rooms for meetings or manage diaries including electronically
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| 1. To ensure information and data is kept updated and stored securely in line with data protection and confidentiality procedures
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| 1. Carry out any other reasonable administrative or reception duties as required
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| 1. Excel spreadsheet knowledge
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| 1. Waiting list initiatives
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| **General work-related expectations** |
| 1. To work within the Big Life group’s values ethos and vision
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| 1. To contribute to the development of the Big Life group
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| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
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| 1. To commit to own personal development and attend training or development activities as required
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| 1. To work in accordance with all relevant legislation
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| 1. To undergo regular supervision, including peer supervision and at least an annual appraisal
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| 1. To comply with operational reporting procedures, adhering to ethical, legal and quality standards
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| 1. To produce reports and documents as required by the Big Life group’s senior management
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| 1. To work as part of a team
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| 1. To be responsible for ensuring the provision of high quality, effective services
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| 1. To support and promote user involvement in all aspects of service development and delivery
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| 1. To undertake any other duties as required, and as appropriate to the post
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**Minimum Training required for this post**

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| **Course title** | **Needed for this post** | **Frequency** | **Other notes** |
| Group induction | ✓ | Once |  |
| Mission and Values | ✓ | Once |  |
| Safeguarding training Adults and Children | ✓ | Every 3 years |  |
| Health and Safety internal/briefing | ✓ | Annual  |  |
| Information Governance | ✓ | Once | Annual refresh |
| Equality and Diversity  | ✓ | Every 3 years | Updates as legislation changes |

Attendance at other training courses will need to be discussed with your line manager

**Person Specification –Administrator**

The successful candidate must be able to demonstrate that they meet all the following points.

Key – Method of Assessment; A = Application form; I = Interview; T= Test

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| **Area** | **Method of Assessment** | **Essential- Desirable** |
| **1. Employment Experience**  |  |  |
| * 1. Experience of working in a busy office environment and managing a demanding workload, including computers and phones
 | A/I | Essential |
| * 1. Experience working in a service that works with

clients in Primary Care or a Health Care setting  | A/I | Desirable |
| * 1. Experience of diary management and dealing with

members of the public from different sectors and communities | A/I | Essential |
| **2. Educational Background/Training**  |  |  |
| 2.1 High level of computer literacy (Word, database experience, Outlook email & calendars) demonstrating attention to detail and accuracy | A/I | Essential |
| **3 Knowledge**  |  |  |
| 3.1 Knowledge and understanding of Common Mental  Health Problems  | A/I | Desirable |
| **4 Skills**  |  |  |
| 4.1 Well developed skills in the ability to communicate  effectively orally and / or in writing | A/I | Essential |
| 4.2 Excellent Team working skills  | A/I | Essential |
| 4.3 Excellent administrative skills: data processing, multi-tasking, telephone manner | A/I | Essential  |
| 4.4 Customer care, including managing compliments and complaints. | A/I | Essential |
| 4.5 Ability to produce documents to a professional standard, including minutes | A/I | Essential |
| 4.6 Ability to manage own workload | A/I | Essential |
| 4.7 Ability to work on own initiative | A/I | Essential |
| **5 Personal** |  |  |
| 5.1 Experience and understanding of Mental Health  services | A/I | Desirable |
| 5.2 A desire to work within 3rd sector organisations | A/I | Essential |
| * 1. Demonstration of empathy and value to those experiencing Common mental health distress
 | A/I | Essential |
| * 1. Willingness to support colleagues and assist wherever possible
 | A/I | Essential |
| * 1. Personal resilience and flexible attitude in the face of difficulties
 | A/I | Essential |