

IMPACT ON TEESSIDE

Senior Administrator

JOB DESCRIPTION

Title:	Senior Administrator
Location:	Teesside
Employment Terms:	Full Time
Reporting To:	Admin Lead

Job Outline

The post holder will support the Admin Lead in the delivery of an efficient administrative support service to IMPACT on Teesside.

Alongside their senior responsibilities, the post holder will offer administrative support to Impact on Teesside and provide a first point of contact to people accessing the service. They will also assist in providing an appointment administration service ensuring that all new patients are offered an appointment within specified deadlines to meet targets set by the contract Commissioners. They will ensure a timely turnover of workload for the team and maintain an accurate and up to date clinical database for the service.

This position requires flexible hours between 8am until 8pm on weekdays.

Main Duties and Responsibilities:

Senior Responsibilities

- To support the Admin Leads with the day to day running of the administration service
- To lead on specific elements of the referral pathway ensuring referrals are processed in line with policies and procedures
- To take minutes of meetings when required
- Assist with training and induction of new members of staff
- To liaise with purchasing teams to ensure offices are fully stocked with stationery and other necessary items

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- Be a point of contact for team queries when the Admin Leads are unavailable
- Take on specific projects/ad hoc tasks as agreed with Admin Leads
- Line management of administrators within the team

Administrative

- To provide efficient, accurate and timely administrative support to all team members including ensuring appropriate maintenance of electronic diaries, taking messages as appropriate, and dealing with confidential information.
- To offer new patients a first appointment within the target dates; send an appointment letter and appropriate literature to the patient.
- To ensure all information regarding appointments is entered onto the clinical database accurately.
- To ensure a professional customer focused service is maintained at all times with excellent communication.
- To ensure all service mail is appropriately handled and accurate messages are taken and passed to the relevant team member or designated duty worker as soon as possible.
- To ensure an effective filing system is maintained.
- Any other duties that may be required to facilitate the smooth and efficient running of the administrative function of the service.

Service Support

- To assist in the provision of information to patients of GP practices referred to or contacting the service including responding sensitively and promptly to those accessing the service by phone.
- To assist in the processing of all referrals to the service to ensure that agreed target times are met.
- Liaise with therapists within the team making sure their availability for new patient appointments has been provided on a weekly basis.
- To enter clinical and other data onto the Clinical Database in accordance with agreed procedures and guidelines.

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Additional Duties

- Work as part of a team to cover the main reception desk for premises where this is applicable. Provide a courteous and efficient reception service for people visiting the building and respond to incoming telephone calls.
- Undertake any other additional duties appropriate to the post as requested.

Confidentiality

- In the performance of their duties, the post-holder may have access to confidential information relating to clients and their care, staff and others. They may also have access to information relating to Impact as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to clients, carers, staff, other healthcare workers or Impact business may only be divulged to authorised persons in accordance with Impact policies and procedures relating to confidentiality and the protection of personal and sensitive data.

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Person Specification

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REQUIREMENTS	ESSENTIAL	DESIRABLE
Knowledge, Experience, Skills & Abilities	<p>NVQ Level 2 or equivalent in Administrative/Business subject</p> <p>Sound experience and understanding of database systems</p> <p>Excellent telephone and verbal communication skills</p> <p>Accuracy and attention to detail</p> <p>Understanding of confidentiality</p> <p>Experience of working within a busy environment within agreed timescales.</p> <p>Experience of providing training and induction</p>	<p>ECDL or equivalent</p> <p>Previous experience in NHS/healthcare.</p> <p>Experience of working in the mental health sector.</p> <p>Understanding of mental health services.</p> <p>Experience in telephone support or similar</p> <p>Line management experience</p>
Personal Qualities	<p>High level of motivation.</p> <p>Ability to work within a team and foster good working relationships.</p> <p>Ability to work under pressure and alone at times.</p> <p>Ability to handle sensitive and emotionally difficult calls.</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality.</p> <p>High level of organisation skills.</p> <p>Flexible and adaptable.</p>	<p>Ability to use own initiative</p>
Other	<p>Act in ways that support equality and promotes diversity.</p>	