

## Richmond Borough Mind (RB Mind)

**Job Title**: Administrator (Low Intensity - Talking Therapies Richmond)

**Salary:** £24,549 pro rata

**Hours of work:** 28 Hours per week

**Main office Location**: Richmond Talking Therapies, Oak Lane, Twickenham, TW13PA

**Responsible to**: Step 2 Service lead

**Responsible for**: Volunteers as appropriate

**Length of Contract:** Permanent, subject to ongoing funding and satisfactory completion of a 6 months’ probation

**Main Responsibilities:**

The Richmond Wellbeing Service is the local NHS Talking Therapies service. Richmond Borough Mind is contracted by South West London St George’s NHS Trust to run the Low Intensity element, and the teams are co-located at St Johns Medical Centre. This role will provide administrative support for the Low Intensity team within Richmond Talking Therapies (RTT).

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| 1. **Clinical administrative support**
* Work with the Psychological Wellbeing Practitioners to set up and maintain effective office systems and procedures to ensure the smooth running of administration for the RWS.
* Work with RTT team to ensure accurate clinical data is entered on the IAPTus client system.
* Work with staff to ensure that all evaluation and monitoring forms and standardised outcome measures for the service are completed and collated accurately and in a timely manner.
* Deal with service enquiries in an efficient and appropriate manner.
* Prepare reports on a regular basis (including monthly service user feedback questionnaires, and monthly monitoring reports as required.
* Book rooms and manage attendance lists for groups and workshops, in consultation with the Step 2 Service Leads.
* Create Microsoft Teams meetings for online groups and send information to service users and service staff.
* Add, and where necessary, edit group schedules on IAPTUS. Support the service staff by undertaking administrative tasks as required, including sending letters and photocopying written materials.
* Contact service users about engagement in brief interventions and offer information and support with systems.
* Update service materials.
* Cancel and rebook clinical appointments when clinicians are unavailable.
* Prepare therapy rooms for groups and individual therapeutic sessions.
* Assist with monitoring waiting lists and sending relevant letters to service users.
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| 2. Professional administrative support * Ensure the maintenance of standards of practice according to RTT and RB Mind and any external regulation, e.g. NHSE requirements for a Talking Therapies service.
* Ensure that client confidentiality is protected at all times.
* Ensure clear objectives are identified, discussed and reviewed with supervisor on a regular basis as part of continuing professional development.
* Adhere to clinical boundaries as determined by the Step 2 Service Lead. Contribute to service development in response to identified needs.
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| **3. General*** To keep accurate and appropriate records, providing information for monitoring and evaluation as required
* Diary management for the low intensity team and groups
* Participate in and actively contribute to individual supervision, training and team meetings as required.
* Work in accordance with RTT and RB Mind’s Aims, Objectives and Values.
* Comply with all organisational policies and procedures, and in particular to ensure safe, fair and responsible working practices through implementation of RB Mind’s Health and Safety, Equal Opportunities, and Confidentiality policies.
* Undertake duties in such a manner to ensure the health and safety of postholder, colleagues, service users, volunteers, and visitors.
* Work flexibly, being prepared to perform other duties commensurate with the role.
* Actively support and promote RB Mind fundraising activities as part of your day-to-day duties.
* Ensure that equality and diversity are key considerations in service development and delivery.
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| **5. Personal organisation*** Be self-servicing in day-to-day administration tasks.
* To engage in supervision with your line manager on a regular basis.
* Engage in personal appraisal, training, and professional development.
* To act in accordance with Richmond Borough Mind’s core values and agreed policies and procedures.
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**Person Specification**

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| **Dimension** | **Scope** | **E** | **D** | **A/I** |
| **Experience** | Practical, hands-on administrative and office management experience e.g. manual and computerised record and filing systems, photocopying, answering phone enquiries, emails and faxes etc. | X |  | A/I |
| Experience of working in a team |  | X | A/I |
| **Knowledge** | An understanding of Mental Health issues and how they affect individuals and their families | X |  | A/I |
|  | Knowledge of outcome measures and their use for clinical and audit purposes |  | X | A/I |
| Knowledge of safeguarding vulnerable adults and child protection legislation |  | X | A/I |
| Understanding of and commitment to service user involvement |  | X | A/I |
| **Skills & Abilities** | Good organisational skills and the ability to prioritise own workload | X |  | A/I |
| Ability to work on own initiative | X |  | A |
| Ability to answer queries from various sources including service users, carers and clinicians | X |  | A |
| High standard of written and verbal communication skills to communicate clearly and effectively with colleagues, service users, carers and relatives | X |  | A/I |
| Accurate data entry skills | X |  | A |
| Good computer skills and the ability to use digital information systems to record all client assessments and activity | X |  | A |
| Working knowledge of IAPTus |  | X | A |
| **Other** | A commitment to Equal Opportunities / Equalities and Diversity in work and in service provision | X |  | A/I |
| Commitment to RB Mind’s values underpinned by access, recovery and social inclusion | X |  | A/I |
| Willingness to travel throughout the borough of Richmond | X |  | A |
| Positive and flexible attitude to work | X |  | I |
| Good proficiency in Microsoft Office packages | X |  | A |

**E = Essential, D=Desirable, A/I = Assessed by Application/ Interview**