

Job Description

Job Title:	Administrator – Children & Young People’s Services (Stay Well)
Reports to:	Administration Lead
Hours of work:	30 hours (to include one evening)
Based at:	Head Office, Marsh Street, Hanley
Salary:	£24,454 gross per annum, pro rata to £19,828 gross per annum

Job Summary

You will be working within North Staffs Mind’s Stay Well team – a partnership led by Changes Health and Wellbeing, alongside NS Mind and Dove as an administrator to provide support for the service which delivers therapeutic interventions for children and young people across Staffordshire.

You are required to be highly professional and organised, with the ability to communicate effectively with clients, families, members of the public and other professionals. You will be the first point of contact for our services for young people struggling with their mental wellbeing and so you must be prepared, on occasion, to converse with people in distress.

As data input and monitoring is a major part of this role, you should be confident in IT and comfortable learning new systems.

Main Duties and Responsibilities

- Liaise with parents, clients and professionals face to face and via phone, email, SMS
- Work closely and effectively with other members of the administration and Stay Well team to ensure the delivery of a highly efficient service
- Data processing – all referrals, appointments, and work plans to be promptly entered onto Charity Log (CRM), and closed promptly when therapy has ended, to ensure full data collection
- Track clients in response to requests from referrers, staff or lead provider
- Monitor, book and check available first appointment slots for clients and therapists
- Assist in the preparation and production of statistical information on an ad hoc basis as required by North Staffs Mind or partnership organisations, including commissioners
- Attend meetings relevant to this post
- Take the minutes of Stay Well team meetings
- Attend North Staffs Mind away days and organisational events
- Support the wider team with administrative tasks, as and when necessary
- Work in an administrative capacity in any other team/office across the organisation, as required.

- Undertake any other reasonable task that is required by North Staffs Mind.

Additional duties

- Provide relief cover for other administration staff within the organisation (lunchtime/holidays/sickness).
- Attend external events (e.g. health promotion days) as required
- Willing to undertake training as identified by North Staffs Mind

Terms and conditions

- You will be reimbursed for out-of-pocket expenses that are authorised in accordance with North Staffs Mind's procedures.
- You will receive 5 weeks paid holiday per year, plus your birthday (or alternative day) and the Christmas period as additional leave.
- North Staffs Mind offers a workplace pension scheme with an employer contribution of 5%.

This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development and transformation.

Person Specification

Essential

1. Excellent administrative and computer skills—use of Word, Excel, Outlook and other software including bespoke databases, CRM's and spreadsheets.
2. A clear communicator able to offer a friendly and efficient service to clients and referring agencies by telephone and in person.
3. Able to work on own initiative and manage own time and workload, but also a good team player.
4. Able to work and stay calm in a pressured and at times very busy and sometimes demanding environment.
5. Aware of the sensitive nature of our work and able to deal calmly and gently with callers who may be in distress.
6. Able to maintain a high level of confidentiality.
7. Prepared to be flexible in working arrangements (e.g. willing to work extra/different hours occasionally to cover holidays etc).
8. Willingness to develop good relationships with a diverse workforce and client base.

Desirable

1. Experience of case management
2. Desk top publishing skills
3. A background in a customer focused environment
4. Able to take minutes at meetings
5. Understanding of mental health issues and external resources available in the local area