Brent, Wandsworth & Westminster Mind

**JOB DESCRIPTION**

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| **Job Title:**  | Talking Therapies and Wellbeing Services – LSBU Administrator |
| **Grade & Salary:**  | WM5 £24,218 pro rata (£9,687)  |
| **Contract type** | Fix term (Maternity Cover for 12 months) |
| **Hours of work:** | Part-time 15 hours (2 days per week) |
| **Line Management Reports:**  | 0  |
| **Accountable to:** | Senior Service Manager |
| **Functional Responsibility:**  | Administration of London Southbank University Counselling Service |
| **Job Purpose:** | To provide accurate and efficient administration for service and members of the Talking Therapies Team  |

* To co-ordinate and oversee the booking system for clinical telephone assessments for referred students is maximised in conjunction with LSBU Advisors
* To liaise with LSBU Wellbeing Advisory Team regarding utilisation of assessment booking slots and referrals
* To book in phone triages for students ensuring details and information is accurately recorded on patient records on IT system database
* To administer and monitor the systems for room bookings along with other administrators for counsellors and service
* To administer the system for bringing in clients and moving them through the process to receive service support and monitoring client records through CoreNet database
* Responsible for overseeing and receiving referrals via specific email account and required communication to Advisors
* Communicate with Counsellors and Self Employed workers regarding booking of assessments and first sessions as required
* To book in patients for first and ongoing counselling sessions in line with waiting time targets using IT Client Database system
* To maintain and develop the system database, storage and extraction of client and other information records.
* To provide an administrative service to all staff and volunteers who make up the service offer across two services
* To work closely with the Clinical Lead in relation to client data management, inputting, recording and ensuring clients service journey is documented accurately at every stage
* To support the preparation and delivery of reports and any other correspondence related to the service
* To maintain and develop the service’s client database, CORE Net, including managing the efficient storage and extraction of client records and other information.
* To work closely with Clinical Lead and our database provider to ensure that systems are up to date and efficient in line with our reporting targets and service development; including any potential improvements and developments for the database to complement our monitoring and evaluation processes
* To administer invoices for the service
* To maintain client records and information securely and with strict confidence
* To carry out any other duties commensurate with the grade
* Excellent customer service skills including the ability to communicate with clients that may be distressed
* To understand the importance of ensuring records are held and stored confidentially in line with BACP requirements
* To coordinate recruitment processes for volunteer counsellors
* Inductions and training for new members of staff in the department

**PERSON SPECIFICATION**

* Experience or an interest in working in the field of mental health
* Experience of using Word and Excel to and use of basic formulas
* Experience of using Microsoft Office packages, including Word
* Experience of data entry into multiple systems, ensuring a high level of accuracy and compliance
* Excellent verbal communication skills and experience of working in a customer-facing role. Including the ability to communicate well, being supportive and clear over the telephone with challenging or distressed people.
* Excellent written communication skills
* Excellent organisational and multi-tasking skills.
* Excellent attention to detail
* Good time management with the ability to prioritise own work and work to competing deadlines
* Ability to setup efficient and effective office systems (filing, data storage and retrieval)
* Ability to work independently and remain self-motivated in the role
* The ability to liaise with counselling clients, counsellors, supervisors and referrers, whilst maintaining and adhering to strict client confidentiality protocols and GDPR regulations
* Ability to work under pressure
* Sound customer service skills

**January 2022**