



JOB DESCRIPTION

Title:	Therapeutic Service Administrator
Reporting to:	Therapeutic Service Manager
Responsible for:	None
Hours:	5.5 hours per week Friday 9am-3pm (with 30 min break)
Contract:	Part-time Contract
Salary:	£ 4,232.80 (£27,705.60 FTE)
Location:	Orchard House, 15a Purley Road, South Croydon, CR2 6EZ

Purpose of the role:

To be a proactive and experienced administrator to:

- Ensure the smooth day-to-day running of a busy and growing Therapeutic Service through excellent administration.
- Work closely with and support the Therapeutic Service team to ensure effective administration and organisation of the service.

Main duties:

- Work with the Therapeutic Service Manager in:
 - Administration: welcome clients to the premises; handle client queries over email/telephone and ensure messages are dealt with efficiently and in a timely manner.
 - Develop, review and maintain effective administrative information systems within the counselling service including the office calendar, attendance records, and client waiting list.
 - Liaise with the volunteer counselling staff in organising the counselling assessment interviews, maintaining the waiting list, organising counselling appointments by letter and telephone.
 - Administer the progress of new referrals and assessments and report any changes in schedules.
 - Administer returned registration questionnaires.
- Send out information packs, referencing the clients, dating and organising the questionnaire.
- Action new client allocations in a timely manner.
- Ensure messages from clients to counsellors are delivered efficiently.
- Take cash or card payments from clients and issue receipts.



- Support volunteer counsellors and other staff in daily administrative duties.
- Work closely with the other Therapeutic Service Administrators for the smooth transition and transfer between day and evening services.
- Work together with the other Therapeutic Service Administrators to ensure the counselling rooms are kept in good order for clinical practice in line with Health and Safety guidelines and Clinical Governance measures.
- Keep a record and update counselling personnel information.
- Send service updates and distribute leaflets every quarter to key stakeholders.

Database

- Maintain the database and ensure accurate statistics into the database system.
- Register all enquiries and referrals in the database system.
- Assist in the collection and registration of data for monitoring purposes and statistical reports.
- Work alongside the Therapeutic Service Manager to adapt and amend the database to ensure that all key performance indicators are recorded in accordance with funding and commissioning requirements.

Other General Duties

- Work as a member of a team, communicating with others in writing and face to face, taking part in team meetings to help towards the effective running of the therapeutic service.
- Engage in supervision, one-to-ones with line manager to grow and develop skills attained through experience.
- Able to cover when one of the administration team is on holiday or off sick.
- Staff will be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers, and other staff. Also, to act in a professional and responsible manner which does not have a negative impact on the service or the organisation as a whole and which is in accordance with the policies and procedures of Mind in Croydon. It is the responsibility of all staff to inform a member of the senior management team immediately if service users, volunteers or staff do not comply with the above.
- Work within and implement all Mind in Croydon policies and procedures including Confidentiality, Health and Safety, and Equal Opportunities.
- Attending all staff meetings and awaydays so that we can grow and develop as an organisation.
- Perform any other ad hoc duties required to ensure the effective running of the service, as required by the Therapeutic Service Manager.

Job Description Agreement

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such a change will be discussed and consulted on with the postholder. Mind in Croydon reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.



It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak working periods or otherwise to balance the workload.

The dated signature of the current postholder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:



Person Specification

Knowledge and Experience	Essential	Desirable
Qualifications		
5 GCSEs or equivalent - NVQ in Administration or equivalent	E	
Experience		
Experience of working in a client-facing administrative and reception role	E	
Experience in appropriate handling and storage of confidential and sensitive information	E	
Excellent administrative skills	E	
Knowledge, Skills and Capabilities		
Awareness of the needs of people with mental health issues in the community	E	
Commitment to valuing diversity	E	
Excellent verbal and written communication skills	E	
Excellent multi-tasking and time-management skills	E	
Excellent organisational skills	E	
Ability to set up and use databases and reports as required	E	
Ability to meet deadlines and sometimes work under pressure to tight deadlines	E	
Good listening skills and an ability to work with challenging clients	E	
Ability to work flexibly as part of a small team as well as on own initiative	E	
Ability to deal with a range of staff issues with confidence and be a pillar of support for the service	E	
Excellent IT skills and knowledge of Microsoft Office Suite and database systems	E	
Experience of working in mental health service provision		D
Experience of working in a counselling/therapeutic environment		D
Experience of dealing with confidentiality issues in healthcare settings		D
Personal Attributes and Approach		
Values people and sees their potential, worth and strengths	E	
Develops effective and trusting relationships, characterised by respect – being non-judgmental and not making assumptions about the person's experiences, beliefs	E	
Works inclusively respecting the diversity of each person's experience, and their particular background or cultural context	E	



Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required	E	
Shares responsibility for their own personal development	E	