

JOB DESCRIPTION

Job title:	Administrator (Maternity Cover)
Responsible to:	Deputy Director of Psychological Therapies and Wellbeing
Salary:	£24,485 - £24,913 per annum (Full-time equivalent, SC3-SP14- SC3-SP17]) Plus Temporary payment: £53.91 per month (Full-time equivalent)– subject to date role is commenced and temporary payment ends
Full-time:	37.5 per week
Contract type:	Fixed Term Contract
Location:	Office is located Tudor Road E9, London.

BACKGROUND:

At Mind, we provide psychotherapeutic support and advice to empower anyone experiencing a mental health problem. We campaign to improve service, raise awareness and promote understanding.

About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

Our values are:

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

Our values are:

Connected: Creating a compassionate and supportive community.

Fair: We strive for equity- no-one's needs should go unmet.

Brave: We walk with people, offering help by doing what works - proven or new.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance at Enhanced (without Barring) is required for this role.

Psychological Therapies & Wellbeing

Mind CHWF's Psychological Therapies & Wellbeing department has been BACP accredited since 2016 and we specialise in:

- trauma-informed and compassion-focused practice
- lived experience leadership and representation
- 'third wave' cognitive behavioural/evidence-based therapies (group and one to one models based on Acceptance and Commitment Therapy, mindfulness-based therapies, Compassion-focused therapy, and Dialectical Behaviour Therapy)
- a Practitioner Training Programme for our evidence-based model, 'Radical Self-Care (RadSec)', currently undergoing accreditation with BAMBA (British Association for Mindfulness Based Approaches)
- clinical research with our academic and NHS partners (City, University of London and NELFT)
- psychological therapies for:
 - o common mental health problems such as anxiety, depression and stress via our 3 IAPT services (Improving Access to Psychological Therapies). Our IAPT services use CBT and ACT and have newly added Person-Centred Experiential Counselling for Depression as our evidence-based practices
 - o African Caribbean heritage communities (in partnership with our IRIE Mind project),
 - o LGBTQ+ communities (in partnership with our Rainbow Mind project)
 - o complex developmental trauma and enduring mental health conditions (City and Hackney Wellbeing Network)
 - o people who have lost someone to suicide (Grief in Pieces project)
 - o alcohol and substance misuse (City and Hackney Recovery Service)

All staff, trainees and volunteers have opportunities to participate in a wide range of in-house and external trainings through our networks. Practitioners in specialist services are offered relevant evidence-based training (IAPT practitioners are eligible for PCE- CfD training in partnership with Metanoia, and our Recovery Service workers receive intensive training and supervision in our

group models: Radical Self Care, Acceptance and Commitment Therapy and Managing Anger & Difficult Emotions).

At Mind CHWF, we offer significant personal and professional development opportunities, encourage innovation and initiative from our committed and talented practitioners, and offer skill-building and experience of working across multiple projects and modalities in an award-winning mental health organisation.

Main duties and responsibilities:

As our Administrator, you will have overall responsibility for the coordination of administrative functions and ensure high quality service delivery in line with contractual requirements and Service Level Agreements for the IAPT service. You will also support with the administrative functions of the Safe Connections Collaborative which would include the Suicide Prevention Community Protectors Training and the Grief in Pieces Suicide Bereavement Services.

Your Main Duties would include:

IAPT Services

- Reporting
 - Collect, format and submit multiple monthly reports directly to commissioners
 - Update twice-weekly internal monitoring spreadsheet
 - Track any changes in dashboard data against internal log, with investigation and action plan if needed.
- Referrals
 - Acknowledgement communication of all referrals within a given time frame, including chasing of missing data, and signposting upcoming groups.
 - Timely submission of online booking platform to new clients, with follow up phone calls if needed, discharge of none-engaged clients in line with wait time KPI's
 - Migration of accurate referral data between two internal data bases.
 - Internal referrals of noneligible referrals
- Team
 - Communicate reminders to Team of practitioners about KPI's throughout the month
 - Ensure, with support from Data and Quality Manager, adequate screening slots are created by practitioners in advance.
 - ADHOC information gathering from NHS database on client history for practitioners
 - Account administration on IAPTUS, including new password, permissions and creating/deleting accounts.
- Data
 - Strong data hygiene across two platforms.
 - Management of discharge strategy compliant with recovery rate targets.

Grief in Pieces Suicide Bereavement Services

Administration

- Support administrative functions re: Support Group for Suicide Loss
 - o Marketing of groups/ Updated brochures on service
 - o Respond to queries, assist in the coordination if any logistics as is required (face to face meetings, events, outreach etc.)
- Support administrative functions re: General Service
 - o Respond to client/ service queries, new referrals, subsequently directing these to the relevant member of the team
 - o Undertake service promotion through a range of networking, presentations, and media work.
 - o Establish strong networks with community partners, GPs, local NHS mental health community teams, and IAPT service providers, other relevant external partners across the boroughs of NEL.
 - o Organise and promote events, in collaboration with other agencies, to publicise and raise awareness of the GiP Suicide Bereavement Services
- Support reporting and monitoring requirements
 - o Compile monthly returns of all activities of the GiP Suicide Bereavement Services
 - o Keep active and regular log of the occurrence of suicides across the boroughs of NEL
 - o Actively monitor reporting requirements, ensuring that dashboard data is accurate and complete

Suicide Prevention Community Protectors Training

Administration

- o Manage online and telephone booking systems, respond to client queries, coordinate logistics of venues as well as materials requirements.
- o Be the first point of contact for facilitators and client liaison for training programmes.
- o Register delegates, ensuring high standards of customer care throughout process.
- o Ensure smooth running of training services by developing close working with the delivery team, associates, partners, and clients.
- o Provide an efficient start to end process in setting up, coordinating the marketing and delivery of the programmes.
- o Provide support to delegate recruitment and market research activities via phone and email
- o Gather and collate client feedback, supporting evaluation processes and maintaining key performance data.
- o Update training resources and marketing materials to reflect latest branding guidelines.

Personal specification

The remaining sections outlines what criteria will be used to appoint the suitable candidate.

Criteria marked (E) are essential and (D) are desirable.

1. Qualifications	Essential	Desirable
Qualified to degree level, significant knowledge gained through lived experience and/or experience working within Mental Health sector.	X	
2. Psychological therapy/reflective practice skills		
Persuading, motivating, understanding, empowering, and supporting clients	X	
Excellent communication, presentation, and interpersonal skills	X	
Experience of supporting volunteers and/or trainees in a health and social care setting		X
Understanding and knowledge of, and an active commitment to promoting equal opportunities and diversity to meet the needs of diverse individuals and communities	X	
Understanding of confidentiality and safe working practice in accordance with safeguarding legislation, General Data Protection Regulation and other legal requirements.	X	
Understanding of the voluntary and community sector in the delivery of services to vulnerable people.		X
Hold knowledge of relevant local support services, and can demonstrate experience of facilitating multi-agency involvement in client support		X
3. Skills		
Ability to work without direct supervision, prioritise work and deal with competing or conflicting demands.	x	
Ability to communicate sensitively and effectively both verbally and in writing with a range of people	x	
Demonstrated empathy and control own emotions	x	

Demonstrate ability to be a part of a multidimensional team; exceptional team skills with a focus on building relationships, supporting team members and encouraging development	x	
Excellent interpersonal skills and the ability to engage with people at all levels and from all backgrounds.	x	
Organised and methodical approach to work with the ability to plan, prioritise and organise workload		X
Excellent IT and administrative skills including the use of Microsoft Office packages	X	