

JOB DESCRIPTION

Job title: Referral Co-ordinator and Service Administrator - IRIE Mind

Responsible to: Clinical Services Manager

Salary: Starting salary is £25,635.00 per year (Full-time equivalent) (SC3-SP14 which equates to £15,381 per year at 22.5 hours per week

Hours: 22.5 per week

Contract type: Permanent

Location: The Hub, Homerton Row, Hackney, E9 6ED

{Please note that this role is only available to candidates of African/ African Caribbean Heritage under the Genuine Occupational Requirement under s9 Equalities Act 2010}

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:

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.

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.

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.

Purpose of the post:

Working in close liaison with the Team Lead and external healthcare professionals, the Referral Co-ordinator and Administrator will be the first point of contact for the IRIE Mind Black, African and Caribbean Wellbeing Service. As a crucial part of the team, you will be responsible for co-ordinating and triaging all Service enquiries and Referrals. Maintain accurate records/statistical data pertaining to all referrals, confidentiality, data protection and other statutory regulations and requirements. Be actively involved in outreach work to publicise the Service and to assist administratively in the recruitment, induction, training and support of Volunteers, Interns and Honorary Therapists.

Main duties and responsibilities:

- 1.** To deal with telephone, written and email enquiries from clients, prospective clients and referrers in a professional and sensitive manner and to make sure tasks arising from the calls are dealt with effectively in liaison with the Clinical Service Manager, Team Lead or appropriate colleagues.
- 2.** To manage referrals and arrange assessments across the various projects in a streamlined, fast and easy process.
- 3.** Manage client referrals in cases where a more formal referral into specialist services is required.
- 4.** Ensure effective liaison and communication with other Mind in the City, Hackney and Waltham Forest Mind projects to ensure easy and effective referral pathways and joint working.
- 5.** To make sure that all messages, cancellations and confirmations are recorded and passed on to staff, Therapists/Honorary Therapists or the Clinical Service Manager as appropriate.

6. Administer and improve existing database system to collect and collate monitoring information, and input/update the data, in line with organisational and BACP guidelines on confidentiality.
7. To work with Salesforce database and other IT systems, storing all information and developing the application.
8. To support other staff in its usage and take responsibility for its consistent application in the department with support from the Team Lead.
9. Assist the leadership team with ad hoc data collection and analysis.
10. Liaise effectively with all staff within the Service and external partners.
11. Circulate information to ensure the Volunteers, Honorary Therapists, Interns and Staff are aware of local and national information sharing and integrated working arrangements as required.
12. To take the lead on ordering supplies, invoice and petty cash processing.
13. Ensure the office is organised and stationery orders are actioned in good time.
14. Assist with signposting activities, such as the development of a service-wide signposting resource.
15. To support a service-wide programme of outreach and referral engagement, which will include marketing, communication across the organisation, to community services, GP practices, other Healthcare providers and relevant boroughs.
16. Other appropriate duties may be required as the Service develops such as example, compiling a team newsletter, blogs for social media and organising teambuilding and client events.

Personal specification

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

Experience, Knowledge, Skills, Abilities - Values and Motivations:

Connected: Creating a compassionate and supportive community.

- Excellent communication, organisational, presentation and interpersonal skills **(E) (I)**
- Experience of working within a multidisciplinary team **(D) (I)**
- Experience of working in a mental health or healthcare setting, with clients experiencing a range of disorders and symptoms at varying degrees of severity **(E) (I)**
- Substantial experience of administrative duties, including setting up systems, recording and monitoring information. **(E) (I)**
- Good understanding of data protection, confidentiality, safeguarding and risk management and demonstrable examples of putting these into practice **(E)**
- Ability to build up and maintain a network of external contacts that can help achieve service goals. **(E)**
- Able to work with a range of stakeholders to develop professional working relationships to support clients. **(E)**

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

- Excellent communication, organisational, presentation and interpersonal skills **(E) (I)**
- Experience of working with Black, African and Caribbean Communities and or Service **(D)**
- Experience of working within a multidisciplinary team **(D)**
- Experience of outreach work in the community **(D)**
- Commitment to supporting equal opportunities in the workplace and adhering to the ethos of the organisation. **(E)**

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

- Ability to use MS Office extensively and cloud systems such as Salesforce **(E) (I)**
- Ability to interact calmly, patiently and empathically with clients who may be expressing distress, anger or other strong emotions. **(E)**
- To be able to manage high volumes of work and draw on personal resilience in a demanding environment **(E)**
- Ability to work and cope with conflicting priorities **(E)**
- Strong can-do attitude and the ability to be work on own initiative. **(E)**
- To be self-motivated and focused and to practice self-care **(E) (I)**
- Recognising the need for action or change and taking the appropriate action without needing to be told. **(E) (I)**

Qualifications/ Circumstances

- Qualified to at least GCSE level or equivalent in Maths and English **(E)**
- Qualified to Degree level or at least Level 4 in Business Administration or equivalent **(D)**
- Experience in an administrative role **(E)**
- Able to work at least 1 evening per week (Monday to Thursday) with time off in lieu **(D)**