

JOB DESCRIPTION

Job title: Wellbeing Network Admin Coordinator
Service: City and Hackney Wellbeing Network
Responsible to: Wellbeing Network Clinical Manager
Salary: £27,007.50 (SC3-SP17) including inner London weighting
Hours: 37.5 hours (Monday to Friday, 9-5)
Location: hybrid (12 Orsman Road, London, N1 5QJ and remote work)

About Mind in the City, Hackney and Waltham Forest (Mind CHWF):

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.

All staff, trainees and volunteers have opportunities to participate in a wide range of in-house and external trainings through our networks.

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.

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:

You will be immersed in the day-to-day running of Psychological Therapies and Wellbeing services at Mind CHWF and contribute to its smooth running and efficiency under the guidance of its managers. This will include direct client contact and involve the setting up of psychological therapies assessments, allocations, group courses, room bookings and the management of Salesforce. The role also requires initiative in marketing and publicising services, maintaining an accurate timetable of group courses, as well as a keen eye for detail in collecting statistical data using an online database (Salesforce).

This role will suit a proactive, organized and efficient self-starter, seeking a wide range of training and professional development opportunities, working as part of a team to impact on the psychological wellbeing of the communities of Mind CHWF.

Administrative duties

1. Adhere to and maintain a room booking system for the booking of psychological therapies sessions, groups and assessments.
2. Arrange and confirm appointments for assessment via email and telephone with clients and practitioners.
3. Maintain information about the psychological therapies and wellbeing network services, including accurate logging on Salesforce database as required for monitoring and evaluation purposes.
4. Responsible for accurate data collection and dissemination, including updating the groups schedule and ensuring that all timetabling is consistent across both the Salesforce database and website.
5. Maintaining filing systems in line with organizational and BACP guidelines.
6. Organize and undertake mail-outs as and when requested.
7. Liaise effectively with all staff within the department and proactively maintain and update the groups timetable in collaboration with staff.

8. Type, photocopy and distribute letters, take minutes and produce reports/documents as requested by the line manager.
9. Respond to enquiries from clients (prospective and current) and referrers (telephone, post and email) in a professional and sensitive manner and to make sure tasks arising from the calls are dealt with effectively in liaison with the department manager or appropriate colleague.
10. Circulate information to the volunteer (honorary) therapists and staff in the department as required.
11. Administer and improve existing database (Salesforce) system to collect and collate monitoring information, and input/update the data therein.
12. To make sure that all communication involving clients (messages, cancellations and confirmations) is monitored and transparent, recorded in the appropriate system/Salesforce database.
13. Process and log all referrals for psychological therapies services, undertaking administrative tasks as required around referral of all clients, (assessments, allocations, etc) in agreement with the Wellbeing Network Clinical Manager.
14. Set up appointments in line with the managers' requirements.
15. To work with Salesforce and other IT systems, storing all information and developing the application. To support other staff in its usage and take responsibility for its consistent application in the department with support from the line manager.
16. Undertake regular audits of the outcome and evaluation forms completed by therapists and clients, to ensure that they are stored appropriately and logged on the Salesforce database, raising any issues with line manager if or when they occur.
17. To ensure the psychological therapies office space is organised and tidy with stationery orders actioned in good time.

OTHER DUTIES

1. To assist colleagues in the Psychological Therapies team to recruit and induct volunteer therapists, adhering to Mind CHWF's Equal Opportunities Policy to reflect the range of cultures within the local community.
2. To oversee the day-to-day running of client-therapist appointments and groups sessions including dealing with telephone messages and written correspondence.
3. To compile reports as and when requested on excel and Salesforce database.
4. To engage in targeted publicity of the psychological therapies and wellbeing services and create/update project leaflets and publicity materials.

Personal specification

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

Criteria are marked as (E) are essential and (D) desirable. (I) would indicate which criteria shall be evaluated at the interview.

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

Connected: Creating a compassionate and supportive community.

1. Experience of delivering excellent customer service (E) (I)
2. Experience of using Salesforce (D) (I)
3. Proven experience of excellent administrative competency (E) (I)
4. Proven experience of effective multi-tasking skills, good attention span and self-starting attitude. (E) (I)
5. Ability to work as part of multidisciplinary team ensuring excellent organisation, communication and interpersonal skills (E) (I)

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

1. Successful front-line experience working with clients with a range of difficulties, including complex mental health issues and culturally specific mental health issues. (E)
2. Ability to promote the concepts of social inclusion, early intervention and recovery and to work within Mind's ethos and Mission Statement. (E)
3. Ability to work flexibly to meet the demands of the service, both in terms of hours and role, including occasional evening and weekend working. (E)
4. Awareness and understanding of the need for policies and procedures regarding equal opportunities, child protection, risk assessment, confidentiality etc (E)
5. Interest in continuing professional development (D)

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

1. Resilience, reliability, flexibility (E)
2. Excellent external relationship building(E) (I)
3. Commitment and interest to the overall development of Mind CHWF services (D)
4. Understanding of organisational dynamics and the impact on the work (D)
5. Understanding of the voluntary sector (D)
6. DBS Enhanced without Barring (E)