Job Description – NHS Talking Therapies Administrator

## Job details

|  |  |
| --- | --- |
| Job title: | Talking Therapies Administrator |
| Department: | Talking Therapies Admin Team |
| Location: | Hybrid – Kent and Medway |
| Reporting to: (job title only) | Talking Therapies Admin Team Leader |
| Job purpose: | Admin support to Clinical Team & Service Users |
| Role and Responsibilities: | Undertake all administrative and telephone tasks as required.High Volume of incoming calls answered in an appropriate time frame – KPI TargetReferrals processed within a targeted timeframeBooking of assessment and treatment appointments for the clinical team.Responding to patient enquiries & directing people as appropriateProcess all IAPT information (IAPTUS IT system)Process all emails into the admin team from clinicians and clients- prioritising information received and ensuring urgent matters are flagged appropriately Sending onward referrals to various providers and Secondary health teamsPrinting, emailing and posting of clinical lettersSome management of clinical diariesAll admin tasks to be completed with a high level of accuracyAny other reasonable request as required |
| Training and supervision: | Training on each admin task will be provided |

**Person specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Experience** | Previous experience of working with and dealing with the public – 1 year minimumPrevious experience of working in an administration role – 1 year minimum | Previous experience working within a call centre would be an advantagePrevious experience working with a mental health service or medical environment is desirable. |
| **Skills/knowledge** | IT literate – intermediate level minimum |  |
| **Personal competencies and qualities** | Excellent verbal and written communication skillsHigh level of enthusiasm and motivationAbility to work individually or within a team and foster good working relationshipsAbility to work under pressureExcellent time management skillsHigh levels of accuracy and attention to detailExcellent customer relationship skillsPersonal resilience and ability to deal with emotionally distressed service users |  |

# Version Control

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

|  |  |  |
| --- | --- | --- |
| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
|  |  |  |
|  |  |  |