Job Description – NHS Talking Therapies Administrator

## Job details

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| 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 Target  Referrals processed within a targeted timeframe  Booking of assessment and treatment appointments for the clinical team.  Responding to patient enquiries & directing people as appropriate  Process 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 teams  Printing, emailing and posting of clinical letters  Some management of clinical diaries  All admin tasks to be completed with a high level of accuracy  Any other reasonable request as required |
| Training and supervision: | Training on each admin task will be provided |

**Person specification**

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|  | **Essential** | **Desirable** |
| **Experience** | Previous experience of working with and dealing with the public – 1 year minimum  Previous experience of working in an administration role – 1 year minimum | Previous experience working within a call centre would be an advantage  Previous 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 skills  High level of enthusiasm and motivation  Ability to work individually or within a team and foster good working relationships  Ability to work under pressure  Excellent time management skills  High levels of accuracy and attention to detail  Excellent customer relationship skills  Personal resilience and ability to deal with emotionally distressed service users |  |

# Version Control

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