

Job Description – NHS IAPT Administrator

Job details

Job title:	IAPT Administrator
Department:	Admin
Location:	Remote/Orpington
Reporting to: (job title only)	IAPT Admin Manager
Direct reports: (job title only)	
Job purpose:	Admin support to Clinical Team & Service Users
Role and Responsibilities:	<p>Undertake all administrative and telephone tasks as required.</p> <p>All incoming calls answered in an appropriate time frame</p> <p>Referrals processed within a targeted timeframe</p> <p>Booking of assessment and treatment appointments for the clinical team.</p> <p>Responding to patient enquiries & directing people as appropriate</p> <p>Process all IAPT information (IAPTUS IT system)</p> <p>Process all emails into the admin team from clinicians and clients- prioritising information received and ensuring urgent matters are flagged appropriately</p> <p>Sending onward referrals to various providers and Secondary health teams</p> <p>Printing, emailing and posting of clinical letters</p> <p>Some management of clinical diaries</p> <p>All admin tasks to be completed with a high level of accuracy</p> <p>Any other reasonable request as required</p>
Training and supervision:	Training on each admin task will be provided

Person specification

	Essential	Desirable
Experience		<p>Previous experience working within a call centre would be an advantage</p> <p>Previous experience working with a mental health service or medical environment is desirable.</p>
Skills/knowledge	IT literate – intermediate level minimum	
Personal competencies and qualities	<p>Excellent verbal and written communication skills</p> <p>High level of enthusiasm and motivation</p> <p>Ability to work individually or within a team and foster good working relationships</p> <p>Ability to work under pressure</p> <p>Excellent time management skills</p> <p>High levels of accuracy and attention to detail</p> <p>Excellent customer relationship skills</p> <p>Personal resilience and ability to deal with emotionally distressed service users</p>	



Version Control

Owner:	Human Resources	Review:	Annually	Classification:	1 (Proprietary)
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)

