NHS IAPT Administrator – Zero Hour Contract

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| Job title: | IAPT Administrator – Zero Hour Contract |
| Department: | Across all IAPT Admin Teams |
| Location: | Remote/Homebased |
| Reporting to:  (job title only) | Admin Team Leader |
| Direct reports:  (job title only) | N/A |
| Accountable to:  (where applicable) | Admin Team Leader |
| Responsible to:  (where applicable) | Admin Team Leader |
| Job purpose: | Admin support to Clinical Team & Service Users as service requires – able to work at short notice. |
| Role and Responsibilities: | * Undertake all administrative and telephone tasks as required. * Referrals processed within a targeted timeframe. * Booking of assessment and treatment appointments for the clinical team. * Process all IAPT information (iaptus IT system) * Sending onward referrals to various providers and Secondary health teams. * Emailing 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.   **Equality Diversity & Inclusion (EDI)**   * We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders. * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: | Training on each admin task will be provided. |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Experience** | * 1 year minimum – Experience of an administration role | * 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 * Able to work at short notice. |  |

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) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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