NHS Talking Therapies Administrator

## Job details

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| Job title: | NHS Talking Therapies Administrator |
| Department: | NHS Talking Therapies Admin |
| Location: | West Essex/Remote |
| Reporting to:  (job title only) | NHS Talking Therapies Admin Team Leader |
| Direct reports:  (job title only) |  |
| Job purpose: | Admin support to Clinical Team & Service Users |
| Role and Responsibilities: | * Undertake all administrative and telephone tasks as required. * High Volume 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 NHS Talking Therapies 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   **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.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal 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 |
| 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 | * + Speaks another language |
| **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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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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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) |
|  | 19.04.23 | IAPT changed to NHS Talking Therapies |
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