Course Administrator – NHS Talking Therapies

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| Job title: | Talking Therapies Course Administrator |
| Department: | NHS Talking Therapies |
| Location: | Remote/Home Based\* \*Although this role is primarily home based, you must live within commutable distance (ie 20 miles max) of one of the following offices as you may be required to work from an office on occasion: - Bristol, BS1 1LT - Loughborough, LE11 5RF - Harlow, CM18 7BL - Halifax, HX1 2EQ - Newcastle, NE1 3DY - Nottingham, NG1 6EE - Kent, ME13 8NX |
| Reporting to: (job title only) | Course Administration Manager and/or Team Lead |
| Direct reports: (job title only) |  |
| Accountable to: (where applicable) |  |
| Responsible to:(where applicable) |  |
| Job purpose: | To provide administration support for psycho-educational courses covering a range of NICE approved treatments for mild to moderate mental health conditions. |
| Role and Responsibilities: | * + Planning in advance of the session start date to set up webinars on Iaptus System & webinar platform.
	+ Daily preparation of sending links and booklets for webinars that are happening each day.
	+ To assist with collating/emailing handouts and other course materials as necessary.
	+ Updating and adapting as needed. To assist with uploading/making changes to webinar sessions on Iaptus and webinar platforms.
	+ Monitoring attendance for each webinar session.
	+ Making outbound calls (high volume - daily) to clients regarding webinar/courses and problem solving any basic IT/technical issues to allow clients to participate in webinars.
	+ Record national outcomes data regarding individual patient activity using Iaptus.
	+ Proactively manage non-attendance through contact with patients who do not attend sessions or for those who do not complete their weekly questionnaires.
	+ Manage webinar discharges in line with non-attendance policy and course completion.
	+ Downloading data from spreadsheets as requested, including daily risk reports to send to clinical team.
	+ Printing (usually via an online service), emailing and posting of clinical letters.
	+ To be flexible and adaptable to changes/additions within the course administrator role.
	+ Some management of clinical diaries.
	+ Process and respond to all emails received via the course admin mailboxes, from patients and clinicians, prioritising information received and ensuring urgent matters are flagged appropriately.
	+ To support with updating relevant written procedures and manuals.
	+ To be aware of and comply with service protocols, policies and procedures.
	+ To undertake training as might be required to maintain an appropriate level of expertise.
	+ To provide training to others/new members of staff as required.
	+ To engage regularly with line management, and team meetings (some minute taking required).
	+ Complete any ad-hoc and relevant admin related duties.
	+ Support across all admin teams/other services as per business need.
	+ Complete all tasks with a high level of accuracy.

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 when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians.
	+ 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.
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| 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** |
| **Qualifications** | * Qualifications – GCSE Maths and English grade at C or above or equivalent.
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| **Experience** | * Previous experience of working with and dealing with the public (specifically via telephone and emails) – 2 years minimum
* Previous experience of working in an administration role – 2 years minimum
 | * Previous experience of working and receiving training remotely
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| **Skills/knowledge** | * IT literate - intermediate level minimum
* Competent in Excel
* Microsoft Teams experience
 | * Speaks another language
* Basic understanding of IAPT/NHS Talking Therapies services
* Previous work experience within an NHS setting
* Previous experience of working in a call centre would be an advantage
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| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Excellent verbal and written communication skills
* High levels of accuracy and attention to detail
* High level of enthusiasm and motivation
* Ability to work individually or within a team and foster good working relationships
* Ability to work under pressure & problem solve issues as they arise
* Excellent time management skills
* Personal resilience and ability to deal with emotionally distressed service users
* Excellent customer relationship skills
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# 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) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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