NHS Talking Therapies Administrator

## Job details

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| Job title: | Talking Therapies Administrator |
| Department: | Admin |
| Location: | Remote/Loughborough/Narborough |
| Reporting to: (job title only) | Admin Manager |
| Direct reports: (job title only) | Admin Team Lead |
| Job purpose: | Admin support to Clinical Team & Service Users |
| Role and Responsibilities: | Undertake all administrative and telephone tasks as required.All incoming calls answered in an appropriate time frameReferrals processed within a targeted timeframeBooking of assessment and treatment appointments for the clinical team.Responding to patient enquiries & directing people as appropriateProcess all 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 teamsPrinting, emailing and posting of clinical lettersSome management of clinical diariesAll admin tasks to be completed with a high level of accuracyAble to work Saturday 9am – 1pm on a shift basis with the rest of the admin teamAny 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
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| Training and supervision: | Training on each admin task will be provided |

Person specification

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|  | **Essential** | **Desirable** |
| **Experience** |  | Previous experience working within a call centre would be an advantagePrevious 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 skillsHigh level of enthusiasm and motivationAbility to work individually or within a team and foster good working relationshipsAbility to work under pressureExcellent time management skillsHigh levels of accuracy and attention to detailExcellent customer relationship skillsPersonal 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) |
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