Job Description – NHS IAPT Administrator

## Job details

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| Job title: | IAPT Administrator |
| Department: | Admin |
| Location: | West Essex – Harlow and remote |
| 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 frame  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 IAPT 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  Able to work Saturday 9am – 1pm on a shift basis with the rest of the admin team  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 |
| 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 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 |  |

# Version Control

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| 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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