

IAPT Course Administrator

Job details

Job title:	IAPT Course Administrator
Department:	IAPT Admin
Location:	Remote/Home Based
Reporting to:	IAPT Course Team Leader
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:	<p>Planning in advance of the session start date to set up webinar on iaptus & Teams</p> <p>Daily preparation of sending links and booklets for webinars that are happening each day.</p> <p>To assist with collating/emailing handouts and other course materials as necessary. Updating and adapting as needed.</p> <p>Producing attendance list for each webinar session.</p> <p>Speaking to clients about webinar/courses as required and problem solving any basic IT/technical issues to allow clients to participate in webinars.</p> <p>Record IAPT national outcomes data regarding individual patient activity using iaptus.</p> <p>Proactively manage non-attendance through contact with patients who do not attend sessions.</p> <p>Manage webinar discharges in line with non-attendance policy and course completion.</p>

	<p>Downloading data from spreadsheets as requested</p> <p>To be aware of and comply with IAPT protocols and VitaMinds policies and procedures.</p> <p>To undertake training as might be required to maintain an appropriate level of expertise.</p> <p>To engage regularly with line management.</p> <p>Complete any ad-hoc and relevant admin related duties.</p> <p>Support the core admin teams if needed.</p> <p>Complete all tasks with a high level of accuracy.</p>
Training and supervision:	Training on each admin task will be provided.



Person specification

	Essential	Desirable
Qualifications	Qualifications – GCSE Maths and English grade at C or above or equivalent.	
Experience		
Skills/knowledge	IT literate Competent in Excel	Basic understanding of IAPT Microsoft Teams experience
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	



Version Control

Owner:	Human Resources	Review:	Annually	Classification:	1 (Proprietary)
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)

