IAPT Course Administrator

## Job details

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| Job title: | IAPT Course Administrator |
| Department: | IAPT Admin |
| Location: | Remote/Home Based\**\*Please note that you may be required to travel to one of our offices for face-to-face training, 1:1 meetings, team building exercises etc. Please inform us of which of the following offices you could get to:**- Bristol, BS1 1LT**- Loughborough, LE11 5RF**- Harlow, CM18 7BL**- Halifax, HX1 2EQ* |
| Reporting to:  | National IAPT Course Administration 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: | * Planning in advance of the session start date to set up webinars on Iaptus System & Microsoft Teams.
* 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 (across all services).
* Monitoring attendance for each webinar session.
* Making outbound calls (daily) to clients regarding webinar/courses and problem solving any basic IT/technical issues to allow clients to participate in webinars.
* Record IAPT national outcomes data regarding individual patient activity using Iaptus.
* Proactively manage non-attendance through contact with patients who do not attend sessions
* Manage webinar discharges in line with non-attendance policy and course completion.
* Downloading data from spreadsheets as requested, including daily risk reports.
* To provide support across all services, as a centralised course admin team.
* To be flexible and adaptable to changes/additions within the course admin role.
* To support with updating relevant written procedures and manuals.
* To be aware of and comply with IAPT protocols and VitaMinds 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.
* Complete any ad-hoc and relevant admin related duties.
* Support the core admin teams if needed.
* 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. 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** |
| **Qualifications** | Qualifications – GCSE Maths and English grade at C or above or equivalent. |  |
| **Experience** | Previous administration work |  |
| **Skills/knowledge** | IT literate Competent in Excel | Basic understanding of IAPTMicrosoft Teams experience |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | Excellent verbal and written communication skillsHigh levels of accuracy and attention to detailHigh level of enthusiasm and motivationAbility to work individually or within a team and foster good working relationshipsAbility to work under pressure & problem solve issues as they ariseExcellent time management 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: | V1.3 | 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 | 04.02.22 | Updated remote working requirements |
| V1.3 | 17.06.22 | Updated outbound call tasks |