

Job Description

Job Title	Referral Administrator
Service/Department	Core Team
Salary Band	Band 2 - £17,004 p.a. pro rata
Hours	15 per week (Thursday & Friday)
Base	Head Office Colchester
Responsible to	Administration Officer
Accountable to	Service Operations Manager

Job Summary:

To provide an efficient and effective general business administration and reception support to the services of Mid and North East Essex Mind in line with the Organisation Policies and Procedures. Provide referral support in line with all Service contract requirements.

Key Responsibilities:

To efficiently undertake administration and clerical duties which may include the following duties as directed:

1. Direct referrals to the appropriate Service, inputting onto relevant databases and passing information to Service Coordinators/Managers
2. Direct CTS referrals to appropriate Primary or Secondary Care Services across North East Essex locality
3. Data input, data extraction, photocopying, faxing, filing and typing
4. Support Services to maintain accurate, timely and legible records
5. Monitor Step Up/Step Down of patients between Primary and Secondary Care
6. Co-ordinate room bookings and appointments for Mid and North East Essex Mind sites
7. Obtain and retrieve Service User records as requested
8. Maintain filing systems in line with Organisation Policy and Procedures.
9. Sorting and distributing of internal and external post and emails on a daily basis.
10. Collate data information for reports
11. Maintain strict Confidentiality at all times
12. Knowledge of safeguarding reporting processes and assessing risk
13. Attend and take part in Meetings specific to role as appropriate
14. Attend regular supervision and reviews with the Administration Officer
15. Prepare for, attend and participate in relevant training programmes as required by Mid and North East Essex Mind
16. Meet and greet clients and visitors with a positive, helpful attitude
17. Answer/deal with queries, both face to face and via the telephone, take messages and pass them on to the relevant member of staff in an appropriate and timely manner
18. Assist in the administration process associated with Service audits (specific to role as appropriate)
19. Assist with the ordering and maintenance of stock supplies
20. To be responsible for the use of reception/office equipment and to report any defects in equipment as appropriate
21. Be a flexible and supportive member of the Team

Organisational values: <i>Post-holders should be able to demonstrate the following:</i>	
Value	Phrase
Honest	Trust in our honesty
Empowering	Giving others strength
Non-judgemental	Treating all as equals
Respectful	Showing admiration for others
Supportive	Here when people need us

General:

- *The post holder will be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.*
- *The post holder must maintain the confidentiality of information about clients and other services, in accordance with the charity's policy.*
- *The post will be subject to a regular annual staff appraisal.*
- *The post holder will be expected to keep themselves up to date on all matters relating to Mid and North East Essex Mind's procedures and policy.*
- *The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the charity, reporting any potential risks to life or property immediately in accordance with the charity's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.*
- *Refrain from smoking in any area of the premises not designated a smoking area.*
- *Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.*
- *The charity is committed to Equal Opportunities for all present and potential members of staff and clients. Therefore the charity expects all employees and volunteers to understand, support, and apply this policy through their working practice, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration*
- *Co-operate with all staff in maintaining good relationships with outside agencies and the general public in order to uphold the charity's image and win increased support for its work*
- *Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your direct Line Manager*

Person Specification

POST: Referral Administrator

Category	Essential	Desirable
Education & Qualifications	<ol style="list-style-type: none"> 1. Good level of education (including GCSE in English & Maths) to enable effective verbal and written communications. 	
Experience	<ol style="list-style-type: none"> 2. Experience of using computerised systems for accessing and updating information for report purposes and compiling reports using data. 3. Experience of dealing with and managing confidential and sensitive information. 4. Experience of working in a public facing reception /administration role 5. Knowledge and experience of Safeguarding reporting processes and assessing risk 	<ol style="list-style-type: none"> 1. Experience of working for a charity
Skills, Abilities & Knowledge	<ol style="list-style-type: none"> 6. Understanding of and commitment to organisation values 7. Competent to process administration/ reception tasks accurately following instructions 8. Competent user of Microsoft Office. 9. Confidence and ability to establish effective working relationships with Teams and Service areas. 10. Be able to respond verbally or in writing using excellent communication skills to meet the needs of the public, Service Users, colleagues, Managers and Stakeholders 11. Ability to adapt to the changing work environment and display a positive attitude through periods of change 12. Ability to use technology to implement new systems and approaches 13. Willingness and ability to work flexibly 	<ol style="list-style-type: none"> 2. Knowledge of updating databases
Personal Characteristics	<ol style="list-style-type: none"> 14. Empathetic and understanding 15. Reliable and flexible 16. Excellent interpersonal and communication skills 	<ol style="list-style-type: none"> 3. Car driver