**NORTH KENT MIND**

**JOB DESCRIPTION**

Administrator – Psychological Therapies

Temporary Contract until end of March 2020

**Purpose of the Post**

This post is to provide administrative support to the DGS IAPT Service.

**Structure of the Post**

This post will be supervised by the Senior IAPT Administrator and accountable to the Board of Trustees of North Kent Mind and will be based at 54A High Street, Gravesend, Kent DA11 0AY. During the current Covid 19 crisis, the postholder will be able to work from home.

As described above the post will be based in Gravesend office in the first instance, but some travel to other sites or to external meetings may be required, for which travel expenses are payable. It is a condition of employment that the postholder is prepared, whenever applicable, to travel to and work at any of our premises within reasonable travelling distance on a temporary or permanent basis. This mobility is essential to the smooth running of our business.

**A: DUTIES OF THE POSTS: GENERAL**

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
* Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
* Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
* Respects, encourages and builds on individual clients’ coping strategies, skills and autonomy, Maintains good liaison with any other outside agencies as is necessary
* Promotes good joint working, links and cross-referral with all North Kent Mind colleagues.
* Adheres to the principles of the Social Care Standards as defined by the GCSI
1. To participate in supervision and appraisal
2. To attend staff meeting and day service team meetings
3. To attend training/meetings and some annual events as required
4. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

**B. DUTIES OF THE POSTS: SPECIFIC**

**Key Tasks:**

1. To contact new clients on the phone with appointment details, and to input the details of the clients sessions into our IAPT database

2. General housekeeping of the IAPT database (PCMIS)

3. Typing up client records as and when required.

4. To liaise with GP surgeries, by providing basic details of client engagement with services and requesting NHS numbers when required.

5. To prepare and send letters to clients who have missed appointments, and when the admin team have been unable to contact them by phone or email.

6. To work within confidentiality and information governance guidelines, to protect clients person information at all times.

7. To undertake any other general administrative task that may be required.

October 2020