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| **Job title** | Senior Administrator, IAPT Services |
| **Responsible to** | IAPT Manager |
| **Geographical Reach** | North Kent |
| **Base** | Gravesend |
| **Hours** | Full Time |
| **Salary** | £24,302 pa |
| **Contract** | fixed term until 31st March 2023 |

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**Job Description: Senior Administrator, IAPT Services**

**Purpose of Post**

This post is to ensure that the administrative needs of the IAPT Service managed by North Kent Mind are accomplished efficiently, effectively, in a timely manner and in accordance with all the present and future requirements of the NHS Commissioner and the Senior Management of North Kent Mind.

**Structure of the Post**

The Senior Administrator will be supervised and managed by the IAPT Manager, who is in turn supervised and managed by the Chief Executive Officer.

The Senior Administration will manage a team of IAPT admin workers the current workforce is 4 staff members.

The Senior Administrator will have frequent day-to-day contact with the team of IAPT Therapists which comprise a number of High Intensity Therapists, Psychological Wellbeing Practitioners and Sessional Counsellors.

The post will be based in the North Kent Mind officers in Gravesend, but some travel to other North Kent Mind sites or to external meetings will 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.

This post is constructed as a Monday-Friday 9-5 post, but as the IAPT service itself operates out of office hours, some negotiated flexibility is possible. It is a requirement that the postholder will achieve the reporting deadlines to the NHS, and where in any week extra hours are deemed necessary by the postholder to achieve this, these shall be taken in lieu at a future occasion.

**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, GDPR 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.
2. To participate in supervision and appraisal
3. To attend staff meeting and service team meetings
4. To attend training/meetings and some annual events as required
5. 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 POST: SPECIFIC**

Summary: To be responsible for the overall smooth running of the administration of the IAPT service in accordance with GDPR, North Kent Mind protocols and the needs of the IAPT service.

**ROUTINE FUNCTIONS**  
1. In particular to ensure the IAPT admin team as a whole completes the following functions:

**Client Information Management**

1.1 The accurate inputting of data into the database from information received from a number of internal and external sources.

1.2 The maintaining of a paper-based filing system

**Post Assessment & Allocation**

1.3 Maintaining a list of therapist and venue availability, and have this available for allocations.

1.4 Notifying allocated clients of their first sessions

1.5 Liaising with therapists as to cases allocated to them, and providing them with appropriate information.

1.6 Booking rooms for sessions as appropriate

1.7 Notifying GPs when clients have been allocated

1.8 Liaison and communication with appropriate internal and external workers and agencies following assessments

1.9 Maintaining files and list of unallocated clients

1.10 Keeping a constantly updated list of therapist, clients and venues and ensuring senior management and general admin receive copies of these.

**Ongoing Cases**

1.11 Dealing with cancellations and non-attenders and informing appropriate personnel.

**Closure and Follow-up**

1.12 Ensuring GPs and other appropriate professionals receive closure information.

1.13 Phone contact with ex-clients at designated intervals and dealing with ensuing issues.

**ADDITIONAL LIAISON WITH THERAPISTS**

2. To ensure the IAPT admin team as a whole completes the following function.

2.1 Briefing new all new IAPT staff on information requirement and administrative processes of the service.

2.2 Overseeing the IAPT Service induction processes to ensure staff have been provided all relevant resources, equipment and received all mandatory training.

**MANAGERIAL RESPONSIBILITIES**

3. As the Senior of the IAPT admin service:

3. 1 To ensure the adequate supervision, appraisal and training of the other members of the IAPT Admin Team.

3.2 To ensure all team members conduct themselves in a courteous, professional manner when dealing with clients, relatives, and external agencies.

3.3 To participate in any recruitment of future IAPT admin staff

3.4 To support the IAPT Manager with submitting reports to the NHS and internal/external reports.

3.5 To ensure the shared server filing system is maintained and up to date for IAPT services.

3.6 To support the IAPT Manager in maintaining documentation relating to standards of procedures and training.

3.7 Attendance when required to the monthly / quarterly meetings scheduled by the CCG.

**DEVELOPMENT OF SERVICE**

4. As the IAPT admin lead:

4.1 To identify and assess further venues for the delivery of IAPT services, as and when the service

requires this.

4.2 To monitor the efficiency of current systems within IAPT administration, and to advise senior

management where better processes would lead to enhanced quality, efficiency or effectiveness.

4.3 To work constructively to overcome logistic difficulties in providing a service for clients whose

ability to take up a service is limited because of disability. language, availability or other issues.