# Job description

Post title: Mental Health Administrator Officer

Service area: Mental Health / Adult Social Care

Grade: SC4 to SC5

Reports to: Senior Administrator / AD Integrated MH

Your team: Mental Health

Number of supervisees: None

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country– with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

‘Be Islington’ is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to ‘Be Islington’ – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering (‘CARE’). Be Islington’ is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

In this crucial team, the following specific behaviours will enable our staff to deliver the strength-based approach we’re committed to for our residents.

* Being solution and resolution focussed
* Being flexible
* Seeing the Big Picture
* Changing and Improving
* Making Effective Decisions
* Communicating and Influencing
* Working Together
* Developing Self and Others
* Managing a Quality Service
* Delivering at pace
* Listening to and working with local people

We have highlighted in the person specification key behaviours that underpin each criteria.

## Our commitment to challenging inequality.

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

* Ensuring all levels of our workforce is representative of the people we work on behalf of, our residents.
* Creating equitable working environments and diverse teams
* Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents.
* Getting to know people and their differences.
* Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
* Supporting people with long-term health conditions and/or disabilities
* Recognising the value of flexible working to support staff where possible.

## The ASC Vision

All of our work in Islington Adult Social Care helps create an energetic, passionate community where people and families feel safe, valued, have a sense of belonging, are connected to their community and feel supported to live the lives they choose. Social justice, fairness and equality drive us.

Our vision for the future is clear. We want to continue this work and build on it, to level the playing field, enhance resilience and empower people to thrive. We believe Islington could and should be recognised throughout the UK for the ability to listen, understand, lead and act on what is important to our residents, staff and partners as we spot opportunities, appreciate and empower each other.

We need to maximise independence, manage demand and balance the budget. We are closely aligned with Fairer Together and the Challenging Inequalities, Racism and Injustice Programme, working collaboratively with residents who use services, staff and partners to make Islington a fairer place to live and work.

## Our Co-Produced Principles

We have worked with our staff, service users and carers to develop a set of principles that will help us plan our work to improve our services and support Islington residents to lead healthy, independent lives.

We know that the principles will mean different things to different people, and we will review them over time. However, they give us a clear understanding of some of the ways of working that we need to focus on to help us make changes and improvements that the people who use our services and their carers think are most important. This is really important in helping us make the best use of the resources we have.

We will:

1. Listen to you and involve you in what we do and how we do it

2. Work with you to strengthen your sense of safety, wellbeing and belonging

3. Be clear about the choices you have and the support available to you

4. Offer the right support at the right time, based on your strengths and what’s most important to you

5. Improve the quality and consistency of services and celebrate success

6. Help our residents to connect with voluntary and community groups and to continue supporting and learning from each other

Primary Job Function

The post holder will support the Senior Administrator and the administrative function within the Mental Health Service that form the NHS Foundation Trust to provide an effective and efficient administrative service. This role will work across both Islington Council and the NHS Foundation Trust and will need to use systems under both organisations and adhere to all relevant policies and procedures. The post holder will undertake the following tasks, including but not limited to.

* To deal with all administrative duties to support the operation of the service.
* To be the first point of contact for users/providers/carers and other departments and deal with any situation which may arise in a friendly, polite and efficient manner.
* To cover the reception desk and provide on-site front of house duties.
* To deal with incoming messages/phone calls/emails.
* To manage the post and coordinate mail outs.
* To maintain properly documented case files, records and client information across a range of systems including LAS, RIO and EMIS.
* Maintain an efficient filing system for patient notes, ensuring confidentiality policies are adhered to.
* To ensure that all work carried out with sensitivity and awareness with the ability to undertake to identify and deal with a range of sensitive issues.
* To arrange, coordinate and attend meetings as necessary including the taking of minutes.
* To accurately type correspondence, summaries and other documents, both clinical and general, using audio and copy typing.
* Undertake data input/retrieval (from a range of sources) and document production using systems in use across both organisations.
* Maintain a number of internal service databases to a high standard.
* Excellent organisational skills to maintain office systems and arrange meetings.
* To provide, in conjunction with other administration staff, cross cover for other administrators/clinical support workers during periods of heavy work pressure or absence including working in other sites and covering front of house duties.
* To accurately maintain all relevant service user data systems in a timely manner in accordance with Trust and local authority standards.
* Responsible for maintaining supplies of stationery and other office consumables.
* Place and receipt orders and raise/process invoices as appropriate.
* To manage own workload, balancing conflicting demands that may arise.
* To undertake other duties commensurate to the grade of the post as designated by the Senior Administrator/Team Manager/Head of Service.

At SC5, as well as delivering all aspects of the core role as outlined above, the post holder will also be expected to:

* Undertake quality assurance/quality checking to ensure quality standards are maintained across the Service.
* Ability to be able to train and guide team members in office procedures.
* To prepare and edit presentations/reports using appropriate software packages.
* Deal with financial systems including invoices and petty cash in line with Trust and local standards.

Resources and Financial Management

1. Ensure at all times, that use of resources is linked to clear impact and measurable outcomes for service users, and that the need for support is kept under continual review and changed appropriately.
2. Comply with all resource and finance governance processes, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities.

Compliance

1. Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.
2. To take lead on the teams input to Departmental quality assurance programmes and undertake audits when directed, sharing results and implementing action plans to improve the service.
3. To have an understanding of all relevant legislation and applying it in when needed in day-to-day work.
4. To carry out duties and responsibilities in accordance with the Council’s Health and Safety Policy and relevant Health and Safety legislation.
5. At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).

Service Delivery

1. Maintain a comprehensive knowledge of and proactively build links with all resources available to support people in a strengths-based way, such as community organisations, assistive technology, equipment, provider services, information and advice.
2. Work in a multi-disciplinary team alongside adult social care, colleagues in other council departments and external stakeholders.
3. To participate in Team and Departmental quality assurance programmes and contribute to audits when directed, sharing results and comply with action plans to improve the service.
4. To support the department with gathering information as part of responses to Members Enquiries, Freedom of Information Requests, complaints, legal enquiries and processes.
5. To take responsibility for promoting and safeguarding the welfare of those you are working with and who attend the buildings, including by identifying and raising any safeguarding concerns that may arise following agreed procedure.
6. To be committed to the Council’s CARE values and ASC principles to demonstrate this commitment in the way duties are carried out.

Team and Supervision

1. Attendance at meetings, case reviews, conferences, and training when directed, bring written or verbal reports and updates in line with good practice and policy.
2. To achieve agreed service outcomes and outputs, and personal development targets, as agreed with your supervisor.
3. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
4. To undertake duties as directly by Team Manager / Senior Administrator / Head of Service.

## Work style

Islington Adult Social Care is committed to agile working and helping our people balance work and home life whilst delivering excellent services to our residents. Agile working and accountability go hand in hand. We expect everybody to take responsibility for ensuring their work is completed on time and to high standards.

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

### Essential criteria

#### Qualifications / Experience

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 1 | Evidence of good general education to include GCSE.  **Or**  Equivalent in Maths & English | Application |
| 2 | Experience of providing administrative support to individuals or teams. | Application/Interview |
| 3 | Ability to take and produce high quality minutes in the support of meetings |  |

#### Knowledge / Skills

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 4 | Intermediate level of computer skills including Microsoft Office packages and be prepared to learn other systems used as required. | Application/Interview |
| 5 | Able to demonstrate good communication skills; both verbally and in writing. | Application/Interview |
| 6 | Effective time management and organisational skills. |  |
| 7 | Accurate entry and retrieval of information on database systems. |  |
| 8 | Ability to co-ordinate and produce communications, documents and reports. | Application/Interview |
| 9 | Ability to develop excellent working.  relationships with a broad range of people and with colleagues at all levels in the organisation. | Application/Interview |
| 10 | Ability to deal with a wide range of people in order to handle enquiries and resolve issues. | Application/Interview |
| 11 | Ability to train and guide team members in office procedures. | Application/Interview |
| 12 | Ability to prioritise own workload and that of others. | Application/Interview |
| 13 | Ability to work flexibly and respond to changing priorities and workload. | Application/Interview |

## Special requirements of the post

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 14 | This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service. | Application |

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor’s Good Work Standard, Stonewall Diversity Champion, and Time to Change.

