

JOB DESCRIPTION

Job Title: Administrator (Open Minds Transition Support Services)
Hours Per Week: 22.5
Pay: £18,000 - 23,000 pro rata (£10,800 - £12,960 ACTUAL)
Contract: Fixed term for 12 months
Holidays: Standard 25 days pro rata + statutory holidays - In line with contract and annual leave policy
Start Date: ASAP.
Department: CORE Invictus Wellbeing/Transition Support Service
Directly responsible to: TSS Manage
Location: Invictus Wellbeing Head Office
Other contacts
Internal: Services Director, CEO, Admin Staff
Partner Colleagues e.g. CAMHS/EHWB Services, Parents and families, School Leads, Children and Young People
Major Duties: <ul style="list-style-type: none"> 1. To process and manage referrals/sign ups for children and young people into a variety of services and projects 2. To answer telephone calls in a timely manner and offer excellent customer service and caring and compassionate customer care. 3. To offer over the phone risk screening and assessments to present to clinical staff. 4. Make contact with parent/guardians to discuss referrals, pathways and ensure they understand the process. 5. Ensure consent form signed by parent or guardian and returned prior to commencement of support. 6. Input information onto Tracking and Referral database and track/chase referrals where needed. 7. Support practitioners and pass referrals to them highlighting any risk factors whilst adding any relevant information. 8. To liaise with Local Authority agencies and other organisations where necessary. 9. To keep spreadsheets and administrative processes up to date. 10. Ensure compliance and GDPR Policies and Procedures are being followed. 11. To update monitoring documents/reports consistently and analyse trends. 12. To keep spreadsheets, administrative processes and client records up to date. 13. Ensure that confidentiality is always protected in accordance with confidentiality policy and procedures. 14. To undertake ongoing professional development relevant to mental health and emotional wellbeing services. 15. To undertake other duties which are commensurate with the role.

ABOUT INVICTUS WELLBEING

Invictus Wellbeing is West Yorkshire's Children and Young Person's Mental Health Charity. We offer timely, effective and accessible mental health support whilst also promoting positive mental wellbeing in the communities we serve. We offer a range of services across Calderdale, Bradford and Kirklees and in 2021 worked with over 1,200 individual children and young people across a variety of projects.

Our mission is to ensure that all children and young people have access to the support they want and need. By acting early, we can reduce the likelihood of more severe issues developing through building resilience and positive mental wellbeing.

ABOUT THE ROLE

Administrators play a pivotal non-delivery role to support children and young people facing mental health, emotional wellbeing, professional, educational, social and behavioural concerns.

Administrators will be the first point of contact in the organisation, manning the phones, emails and supporting our delivery staff with their caseloads. They play a vital role in ensuring children and young people get access to timely, effective and accessible support..

PERSON SPECIFICATION

You will be a passionate, autonomous and highly organised individual with experience and knowledge of local areas, organisations and services across the region. You will be an enthusiastic professional with an empathetic nature and able to offer excellent customer service

You will be an excellent communicator, both written and verbally, be able to speak confidently over the phone, multitask and have a good understanding of client management databases. You will be using Google Workspace so previous experience with this tool is useful.

You will be highly organised, have a willingness to learn new things and above all be passionate about improving children and young people's mental wellbeing.