Job Profile Dialogue Project Administrator

Reporting to Therapeutic Services Manager

Service Area Dialogue West Sussex

Location Home working

# Job Purpose

To provide efficient administrative and organisational support to a high standard for YMCA DownsLink Group and YMCA Dialogue Therapeutic Services. This role will sit alongside colleagues from West Sussex County Council and Sussex Partnership Foundation Trust in a new Single Point of Access (SPoA) for emotional wellbeing and mental health services for children and young people in West Sussex.

# Responsibilities

1. To monitor and actively manage the referral and client waiting lists to proactively work to achieve and meet deadlines set
2. To work with colleagues in the SPoA to ensure the admin processes behind the SPoA are running smoothly and efficiently
3. To enter referrals received into YMCA Dialogue from the SPoA on our case management system
4. To utilise any other IT systems as required by other services such as: MOSAIC, Care Notes etc.
5. To adhere to tight timescales and ensure referrals are responded to within 24 hours of receipt of referral
6. To take and deal with calls and emails from clients and parent/carers of clients, external agencies/support services and the community, ensuring all enquiries are dealt with in a confidential and professional manner
7. To take and deal with all referrals by telephone, emails, fax, mail and process all referrals. Managing the referral process from start to finish, including making appointments, managing cancellations and liaising with parents / carers and counsellors
8. To arrange assessments as necessary, and ensure cancellations and re-arrangement of appointments are communicated to West Sussex therapeutic services manager as appropriate and counsellors, and Support Services as appropriate
9. To input client data and produce statistical and narrative reports for all projects, and to research and prepare papers for funders and any other necessary reporting documentation
10. Provide comprehensive administrative support service including producing accurate, well presented letters, reports, minutes and other documentation including publicity and leaflet production
11. To liaise with all outside organisations, schools, voluntary sector, local authority and counselling organisations as and when required
12. To provide a comprehensive administration support service for all volunteer staff, including producing accurate well-presented letters, reports, minutes and other documentation including publicity and leaflet production when required
13. To ensure all data and contacts database is kept up to date i.e. school information, Personnel, staff training, appraisal and absence spreadsheets
14. To be responsible for distributing post to staff and preparing items for postage and ensure they are dispatched accordingly
15. Dealing with routine enquires and to respond appropriately to emails and faxes with sensitivity and integrity
16. To ensure office stationery and all consumable supplies are replenished on a regular basis as and when necessary
17. To ensure the office environment is kept tidy with up-to-date information displayed on notice boards
18. To cover administrative duties in the absence of other administrative team members, including holidays, sickness, training and lunch cover

# Other responsibilities

1. To be aware of the very confidential nature of the work and maintain confidentiality at all times
2. To carry out any other tasks within the post holder’s capability, which may be required from time to time
3. When required, to be flexible to provide administrative support from a home working environment and if necessary, in different locations within the YMCA DownsLink Group
4. To work within all YMCA DLG policies and procedures at all times and to abide by the Code of Conduct.
5. To attend YMCA DLG mandatory training and abide by our policies and procedures on Safeguarding, Health and Safety and Equality and Diversity
6. To attend appropriate continuing professional development and training events and be committed to team events
7. To ensure service users are made aware of key processes e.g. complaints, information sharing, getting involved, and to make sure that they are asked about how they would prefer information; to ensure special information requirements (e.g. large print, language, braille etc) are clearly recorded on their files and that their needs are met

# Nature and Scope

The significant challenges of this role will be to consistently deliver a professional service as first point of contact to service users, families and external agencies accessing YMCA Dialogue, at the same time delivering high quality administrative support to the service. The post holder will be required to work on their own initiative and to manage and prioritise their workload under the guidance and with the support of the West Sussex Therapeutic Services Manager. They will be expected to refer and alert the manager of any potential risks in terms of safeguarding, health and safety or other professional concerns.

# Person Specification

## Experience

* Experience of administrative duties including the setting up and operation of administrative systems
* Experience of dealing positively and professionally with the general public, clients, suppliers and contractors
* Good working knowledge and understanding of relevant IT packages, i.e. Microsoft Office Suite
* Experience in using clinical/health systems e.g. RIO, SystmOne or others

## Skills & Abilities

* Good IT skills to include production of reports, correspondence, inputting / updating information
* Able to communicate clearly and effectively with excellent telephone manner and in a polite and professional manner with all visitors, outside agencies, managers and other staff
* Good numerical skills to undertake a variety of numerical tasks e.g. recording numerical data
* Good literacy skills to undertake a variety of tasks, e.g. maintaining diaries, producing correspondence on behalf of managers
* Able to produce accurate work with good attention to detail within timescales
* Ability to work unsupervised in a proactive way, using own initiative
* Able to carry out basic health and safety checks and routines
* Able to be assertive when necessary
* Well organisational and able to managing and prioritise own workload, ensuring deadlines are met

## Qualifications & Training

* NVQ Level 3 or A/S Level qualification or equivalent in relevant disciplines e.g. secretarial, administrative, typing

## Knowledge

* Understanding of working with young people, families and external agencies in a supportive setting

## General

* Able to work constructively as part of a team
* A commitment to the Aims and Purposes of YMCA DLG.

# Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in the profile

Name: Date: Signed: