



## Job Description and Person Specification

Position:	Administrator, Manchester Engagement Team
Salary:	£20,410 (pro rata) (£10,270 actual)
Hours:	17.5 hours per week
Base:	Brian Hore Unit, Elizabeth Slinger Road, West Didsbury, M20 2LR.
Reporting to:	South Mersey CMHT Manager and Manchester Mind Liaison Co-ordinator
Accountable to:	Manchester Mind Board of Trustees

### Summary of main duties and responsibilities

Employed by Manchester Mind but working within a community mental health team, which is managed by Greater Manchester Mental Health Trust. You will be a vital part of the team delivering admin and secretarial support to a multi-disciplinary team who deliver a range of interventions to people with significant mental health needs and who will also present with a number of complex issues.

### Main duties and responsibilities

- To work within the team of admin staff to provide admin support to the whole of the community mental health team.
- To assist the duty worker with telephone enquiries.
- To pass on messages and information to the whole team.
- To provide a full range of secretarial duties including scanning, word-processing, excel, arranging meetings for others, accessing and distributing Care Programme Approach reports as required.
- To accurately input data to a computerised case-note recording system (training provided).
- To take accurate minutes of meetings and distribute them as appropriate, including recording and coordinating referrals to the team following a referrals meeting.
- To manage an Out-patient's clinic for the Consultant Psychiatrist if required.
- To complete any other admin duties as deemed appropriate by the team manager.
- To be responsible for inputting and recording annual leave and sickness leave onto a HR system.
- Co-ordinate and distribute the duty and weekend working rota.

### General Responsibilities

- To maintain a professional and confidential approach to work at all times.
- To actively participate in regular supervision sessions and team meetings as requested.
- To be willing to attend appropriate training courses as agreed with your manager.

- To contribute to the effective and efficient running of Manchester Mind by awareness and compliance of policies and procedures, including Health and Safety.
- To ensure data is managed in compliance with General Data Protection Regulations.
- To create positive relationships and to treat all staff, volunteers and members of the public with dignity and respect, adhering to Manchester Minds core aims and values, and adhering to equal opportunities and diversity statements and policies.
- To work outside of normal office hours if required to do so to meet the needs of the service.
- To carry out other duties as requested by your team manager.

This job description may be subject to joint review from time to time between the post holder and Manchester Mind, and as such is liable to amendment.

## Person Specification

All person specification points are essential unless otherwise stated, and are specific to this post.

### Knowledge and Experience

- Significant experience of working within an office environment and delivering administrative and secretarial duties.
- Experience of carrying out admin duties, e.g. taking minutes, reconciling petty cash and inputting and monitoring sickness absence and requests for leave.
- Experience of working collaboratively with others in order to share resources and skills.
- Experience of taking messages on the phone in a way that is kind, understanding and conveys clarity.
- An understanding of the impact of mental health on people's lives.

### Skills and Personal Qualities

- Ability to develop kind relationships which leads to people feeling accepted and understood.
- Ability to work in a way which is receptive to, and appreciative of the skills, talents and perspectives of everyone.
- Basic IT skills including MS Word, Excel, Outlook and database inputting.
- Willingness to work to Manchester Mind and Greater Manchester Mental Health Trust policies and procedures.

