



**Job Title:** Children and Young Peoples Mental Health Support Team Administrator

**Reporting to:** Children and Young Peoples Mental Health Support Team Manager

**Location:** Uttlesford (May need to travel within West Essex)

**Hours:** 26 per week

**Pay:** £23,247 pa (pro rata)

### **The organisation:**

Mind in West Essex is a mental health charity. We are an independent organisation affiliated to Mind (the national association for mental health), an organisation with which we share common values and principles. We support people affected by mental ill health to make positive changes in their lives and to improve their emotional resilience and wellbeing.

### **The Service:**

Following on from the government's green paper Dec 2017 'Transforming children and young people's mental health provision.' Mind in West Essex is part of a national 'Trailblazer' programme.

Our Children and Young Peoples Mental Health Support Team is working with children and young people who are experiencing mild to moderate mental health issues and working with schools and colleges to develop the support they offer the whole school community and strengthen the links between education, health services and families in Uttlesford.

### **Purpose of the Job:**

The post holder will provide comprehensive, professional and effective administrative support to the Uttlesford Children and Young Peoples Mental Health Support team.

He/she will play a vital part in the success of the project as they will have a key role in the coordination of team members and coordination of the relationships with schools in addition to being a first point of call for the service.

## **Key Task Areas and Responsibilities:**

### **Main Duties**

- Be responsible for ensuring all communication is accurately and appropriately undertaken using methods and terminology appropriate to the needs of the service and teams
- To be highly skilled and experienced in the full range of organisational and administrative work practices, software programmes, and applicable policies and processes
- To be highly proficient in ICT systems used by the service, advising and guiding others in team, supporting new users and instructing them as necessary
- To use proficient skills to access, search and retrieve data relevant to team, to store data securely and support reporting of key performance data, ensuring returns are made in line with reporting requirements
- To maintain good communication and relationships with schools and the broader CAMHS system
- To have the ability to set up and devise new administrative systems
- To use modern technology/ICT systems to support the administrative tasks as necessary in daily work
- To use knowledge, and experience to meet the needs of the teams by completing non-routine tasks on a daily basis
- To update skills as necessary and attend mandatory training
- To work unsupervised, on a daily basis, prioritising own workload, using initiative as to what is routine and what is urgent
- To use agreed guidelines/procedures and developed knowledge/skills/qualifications when working autonomously and managing own work
- To take minutes at team meetings and other meetings relevant to the work of the teams

### **General**

- To attend regular supervision and annual appraisal, identifying any relevant support and training needs and addressing these with your line manager
- To identify and take responsibility for your own Continuing Professional Development programme in agreement with your line manager
- To understand, promote, keep up to date and comply with all policies and procedures and guidelines of the organisation
- To undertake any other tasks, duties or projects which may arise from time to time and as directed by your line manager

**Person Specification:**

**Essential Criteria**

**Experience**

- Significant experience of working in a secretarial/administrative role
- Experience of organising and prioritising own work load
- Experience of taking accurate and detailed minutes of meetings
- Experience of working independently and also as part of a team
- Experience of working under the direction of a Manager
- Experience of setting up new processes
- Experience of working alongside other agencies

**Skills and Abilities**

- Ability to use a range of software packages and IT systems
- Excellent communication skills and the ability to communicate with a range of individuals and audiences
- The ability to build relationships and motivate people
- Excellent organisational skills
- Ability to implement monitoring and evaluation procedures and produce accurate, informative reports
- The ability to work as part of a team and contribute to bringing the team on board with the task in hand
- The ability to be flexible in approach to work
- The ability to deal with people who are in distress in a calm and confident manner, using de-escalation skills where appropriate
- The ability to manage deadlines with unpredictable work patterns and in a busy environment.

**General Abilities and Knowledge (Desirable Criteria)**

- Good knowledge of the General Data Protection Regulations and a commitment to adhering to them at all times
- An awareness and understanding of both national and local policies with regards to the protection and safeguarding of adults and children and a commitment to adhering to them at all times
- Understanding of the issues faced by people experiencing mental health problems

- There are no specific qualifications required but evidence of relevant training and professional development relevant to the role is highly desirable.

**Additional Essential Criteria:**

- No criminal record that prevents work with our client group or which would harm our reputation.
- Valid UK driving licence and access to transport or the ability to travel around Uttlesford

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.