


Job Title:	Administrator	
Service:	Compass Phoenix North Yorkshire	
Reports To:	Team Leader (Administration and Operations)	

Purpose of the Role:

The Administrator will be an active member of the team who will contribute and support the delivery of the service.

They will be the first point of contact for all key partners, including service users and families and be conversant with all relevant information relating to accessing support and help from all manner of young people’s emotional wellbeing and mental health services across North Yorkshire.

The Administrator will act as the ‘front door’ for all incoming enquiries as such they will demonstrate excellent communication skills and have a natural aptitude for customer care. Discretion and confidentiality must be maintained at all times.

They will be responsible for the delivery of administration functions across the whole service including collecting, collating, storing, using and reporting on information and data and will co-ordinate various case management functions on behalf of team members.

Safeguarding will be an integral aspect of the role, as such the postholder will promote children’s welfare at all times.

Service Overview:

Compass Phoenix works with children and young people aged 9 – 19 (and up to 25 for those with special educational needs or disabilities) who may benefit from receiving early help and prevention work in relation to mild to moderate emotional wellbeing and mental health issues.

Our dedicated team help young people to make sustainable lifestyle changes that will improve their long-term health, resilience and emotional wellbeing, reduce risk to themselves and others and equip them to reach their potential.

Emotional Wellbeing Practitioners will deliver time limited structured one-to-one interventions to children and young people and will also facilitate appropriate step up referrals into specialist services and/or step down to universal provision.

Part of the Compass Phoenix service will be dedicated to supporting school staff improve their confidence and competence in recognising their pupil/student's emotional wellbeing needs and supporting them with these needs. The service will deliver training to school staff and provide professional consultation on these matters.

Compass Phoenix is part of a wider system across North Yorkshire that provides mental health services to children and young people and therefore we work closely with key partners such as specialist CAMHS, Children & Family Services, Early Help and the Healthy Child Service.

The team is made up of a central administrator and Emotional Wellbeing Practitioners and Training and Consultation Workers from a range of professional backgrounds each of whom cover specific districts across the county. These roles are supported by other grades and are directly line managed by a team leader ('clinical' or 'administration and operations', depending on their role).

The service manager provides strategic leadership and has overall responsibility for delivery, performance, and quality standards. The team is supported by an administrator who is the central conduit for all referrals across the country.

Outline of the Post:

The post holder will be expected to:

Operational

- 1.1** Carry out tasks including taking and making telephone calls, confirming information, typing and photocopying in line with confidentiality and safeguarding policies and procedures.
- 1.2** Ensure all back office and front office administrative functions are customer focused and information governance systems/procedures/practices are consistently applied across the whole service.
- 1.3** Act as the first point of contact with regards to referrals and enquiries from children and young people, families and professionals.
- 1.4** Support service meetings and events including booking venues, sending invites, and taking minutes.
- 1.5** Support the marketing and promotion of the service by ensuring adequate supplies of service literature are made available to key partners..
- 1.6** Accurately input client information, demographic and assessment information on to the Management Information System and local recording systems.
- 1.7** Support the management of local information governance systems, in particular the safe storage of case records in adherence with Compass information governance policies and procedures.
- 1.8** Support the Team Leaders to centrally co-ordinate activity, including creating and updating duty rotas and meeting schedules.

- 1.9** Collate data returns, on the back of which weekly/monthly/quarterly activity reports may be produced.
- 1.10** Proficient at using a range of Microsoft applications and a number of secure email portals.
- 1.11** Assist with the monitoring and maintenance of supplies and services including stationary in line with financial procedures.
- 1.12** Ensure an efficient system is in place to deal with incoming and outgoing post.

Planning and Organising

Maximise own time management and prioritise tasks in order to ensure all necessary duties are fulfilled in a timely manner.

Managing Self

Prioritise own workload within agreed objectives and decide when to refer to others as appropriate.

Take responsibility for own learning and professional development in line with Compass' Learning and Development Framework.

Take ownership of shaping and directing the aims and objectives of assigned specialist lead area by producing a 'One minute Guide'.

Actively contribute to the development of the service through sharing specialist knowledge and expertise as part of a specialist lead area.

Ensure that a professional service and image is maintained at all times.

Ensure own actions support the equality, diversity, and rights of individuals.

Work independently within a co-location and multiple host environments.

Concern for Detail and Accuracy

Ensure all appropriate records are accurately maintained in accordance with Compass policies and procedures.

Promote the equality, diversity, rights and responsibilities of individuals including reporting on your work within confidentiality agreements, legal and organisational requirements and disclosing information only to those who have the right and need to know.

Risk Management

Ensure all activity undertaken on behalf of Compass is carried out in a way that prioritises the need to safeguard children and adults in line with role and competency level and Compass policy and procedure.

Take responsibility for your own and others' health and safety in the working environment.

Protect service user's confidential information in accordance with data protection requirements and Compass / host organisation procedures.

Interpersonal Skills

Communicate effectively and openly with service users, their families, and other key partners.

Role model positive behaviours at all times.

Relate to and interact with individuals maintaining appropriate professional boundaries.

Respect the opinions of others whilst having the confidence to use professional challenge when appropriate.

Embrace a culture of shared learning by proactively contributing to team meetings, case discussions and training sessions.

Partnership Working

Actively work towards developing and sustaining effective working relationships with key partners.

Seek opportunities for joint working and ensure information is shared appropriately in the best interest of service users.

Work collaboratively with key partners to ensure service users can move seamlessly between services as required.

Raise awareness, knowledge and understanding with key partners in relation to the service offer and the role Compass fulfils within the wider emotional wellbeing and mental health system across North Yorkshire, this may be achieved by presenting at meetings / conferences.

Work with key partners in a way that protects and improves the image and reputation of Compass.

Develop knowledge of a wide range of other services and facilities and signpost people to them as appropriate.

Self-Awareness

Demonstrate the ability to reflect on own practice and apply learning in order to develop and enhance performance.

Participate in formal supervision and the annual review process (appraisal) as a means of developing professional competence.

Make use of training and learning opportunities to ensure all aspects of the role are delivered competently and effectively.

Accept responsibility for own workload; agree realistic targets, choose effective work methods which follow agreed guidelines and procedures, deliver to timeframes, and keep others informed of progress.

Identify and implement ways to improve performance by encouraging and reflecting on feedback from others.

Promote equal opportunity and diversity within Compass.

Managing Resources

Effectively maintain service equipment to ensure efficient use of resources.

Compass Values

Work at all times in line with Compass values: Valuing each Individual; Integrity; Consistent and Reliable Approach; Being Solution Focused

In addition to these functions the post holder is expected to:

Comply with all Compass policies and procedures.

In agreement with the line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post.

Relevant legislation

It is essential that the post holder carries out their work within the context of relevant legislation including Working Together to Safeguard Children 2018; The Care Act 2014, NICE Guidelines, CQC standards of practice and Compass Policies and Procedures

Person Specification

ESSENTIAL

Qualifications

- G.C.S.E. Maths & English (Grade C) or above or equivalent qualification
- Level Two Admin NVQ or equivalent
- IT Qualification/Training in Word, Excel and Microsoft Office Packages

Experience

- Experience in dealing with phone calls and email enquiries
- Experience of inputting and producing statistical data and reports on databases and spreadsheets
- Office administration duties including photocopying and scanning confidential documents
- Experience in Microsoft Office Packages, Word and Excel
- Experience in providing support to others based in different locations
- Minute taking

Knowledge

- IT literacy including proficiency in word processing, excel spreadsheets and data entry
- Written and oral communication
- High quality presentation of work
- Ability to work pro-actively
- Ability to work under pressure
- Ability to work on your own using initiative
- Working closely and participating within a team
- Excellent skills at prioritising and organising work
- Ability to respond to appropriate requests for assistance, maintaining strict confidentiality whenever necessary

Personal

- Enthusiasm, commitment & ability to use own initiative
- Professional Attitude
- Patience & Empathy
- Confidence with dealing with clients and other key partners face to face and on the telephone

DESIRABLE

Qualifications

- Level Three Admin NVQ or equivalent

Experience

- Management Information Systems and Database systems
- Working with vulnerable people
- Experience of dealing with difficult situations

Knowledge

- Basic Health and Safety

Compass Values:

The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all staff to do the same:

- **Integrity:** An unstinting commitment to honesty and openness in all our activities
- **Valuing Each Individual:** Respecting the needs of each person and helping them gain greater control of their life
- **Being Solution Focused:** Responding quickly and flexibly to current and emerging needs
- **Consistent & Reliable Approach:** Always delivering on our commitments

Safeguarding:

The post holder must demonstrate and share our commitment to Safeguarding:

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults.