



Job Description

Job Title: Administrative Officer

Grade: Administrative Officer (AO) / Pay Band 7

Division: Integrated Mental Health Services

Responsible to: Business Support Officer

Responsible for: N/A

Overview

The Community Wellbeing Service provides a range of therapeutic services for people aged 18 and over who are experiencing mild to moderately severe mental health problems. The Service comprises the following services:

- Counselling and Therapies Team: offer talking therapies (Guided Self Help, Counselling, Cognitive Behavioural Therapy and Occupational Therapy).
- Activ4Health – Exercise Referral Scheme: run from the NSC, this offers a programme of structured physical activity sessions.
- Next Step and Brunswick Gardens: run from two sites in Douglas, offering computer, craft, horticulture and woodwork sessions with the focus on learning new skills and establishing a working routine.
- First Contact Practitioner, Mental Health: operates from GP Practices offering immediate mental health assessments and signposting as appropriate within the Primary Care setting.

CARE

In Manx Care we pride ourselves on being **committed, appreciative, respectful** and **excellent**. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development are based on our CARE ethos.

Job Purpose

This role will support the professional team in delivering services for people who are experiencing mild to moderately severe common mental health problems, such as anxiety, depression and trauma through provision of an efficient and effective Reception, administrative and secretarial service.

The primary base for the post is the Community Wellbeing Service, Ballakermeen Road, Douglas however you may be required to work from other locations in response to the needs of the Integrated Mental Health Service.

Duties and Responsibilities

The Administration Officer (AO) will support the Community Wellbeing Service in delivering its work schedule within identified timeframes. The AO will support team members across a range of activities and processes.

The post holder's duties will include, but are not limited to:

Reception:

- **Customer Service:** Provide a high quality customer service function by manning the Reception and dealing with face to face general enquiries from clients, colleagues across IOM Government and the general public. Provide assistance and guidance as required. Be the 'face' of the Community Wellbeing Service, offering clients a warm and friendly welcome. Meet and greet clients and inform professionals of their arrival.
- **Telephone Queries:** Deal with incoming calls from clients and family members as well as professionals from across the Integrated Mental Health Service and external agencies, answering queries, providing information, or passing calls/information to the appropriate member of the Team.
- **Telephone Messages:** Ensuring that all messages taken are accurate, communicated to the appropriate member of the team in a timely manner and recorded on RiO (client management database).
- **Mail & Correspondence:** Open, sort and distribute incoming mail. Prepare outgoing mail for collection in line with required timescale.
- **Client & Staff Safety:** Ensure signing in sheets are up to date.

Administration:

- **Data Entry (RiO):** Ensure all relevant information pertaining to new or existing clients is recorded on the RiO database and is kept up-to-date. Act as support for the team with evidence on inputting and accessing data on RiO.
- **Correspondence:** Production of standard service letters utilising editable templates on RiO relating to client referrals, waiting lists, discharges, appointments etc.
- **Scanning & Uploading:** Scanning and uploading of referrals, client documentation and correspondence to the RiO Client Information System.
- **Photocopying and Filing:** Maintain-stocks of counselling resources and assessment forms. Be responsible for maintaining efficient filing and bring forward systems.
- **Finance:** Assist with the processing of invoices and obtaining the correct authorisation prior to sending for payment.
- **Referrals:** Responsible for managing the processing of all referrals to the Community Wellbeing Service, correctly identify client on RiO and upload referral and assessment documentation. Prepare referrals for discussion at the referral meeting. Process outcomes, sending out information packs and standard letters to each client as appropriate, ensuring full compliance with GDPR protocols. Allocate clients to the appropriate waiting lists on RiO.

Ensure that general correspondence and clinical notes are filed appropriately. Upon discharge from the service, update RiO and produce standard discharge letters.

- **Administrative assistance to Manager of the Community Wellbeing Service:** Provision of secretarial support and completion of additional ad-hoc duties as and when requested.
- **Review Documentation & Procedures:** Review standard templates used for the Community Wellbeing Service, amending as appropriate to ensure information contained in all documents is accurate and comprehensible.
- **Stationery Orders:** Monitor stock levels of stationery and process orders for the Community Wellbeing Service, Mount View House and Bradda Resource Centre when necessary.
- **Client Workbooks:** Monitor stock levels of Counselling resources, liaise with therapists and printing company for reproduction as required.
- **Admin Cover:** Provide cover in the absence of the Senior Secretary due to annual leave or sickness absence including organising and preparing paperwork for monthly team Business Meetings and other ad hoc meetings, taking notes/minutes when required. Distribute minutes within five working days. Telephone cover for Bradda Resource Centre and Mount View House.
- **Admin Team Meetings:** Be responsible for co-ordinating the meetings, drafting agenda and taking Minutes.
- **Mental Health Courses:** Provision of administrative support for Mental Health First Aid England Courses; processing course applications, booking venues, maintaining accurate attendance records and liaising with trainers to ensure that they have everything they need to run the courses successfully.
- **Additional duties:** Any other duties within the scope and purpose of the role as required by the Business Support Officer and Community Wellbeing Service Operational Manager.
- **Health & Safety:** Ensure that a safe working environment is maintained at all times and be proactive in reporting any identified Health & Safety issues. Take responsibility for ensuring that the Fire Log and First Aid Kits are kept up to date and replenished as required.
- **Training:** Identify own training and development needs in partnership with the Line Manager and in conjunction with the Performance & Development Review Scheme.

Competencies

All Manx Care staff are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidence both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Business Support Officer.

The Business Support Officer, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- ♥ Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- ♥ Review and assessment of the job holder's performance and competency/behaviours is made, and
- ♥ Performance and Development Review meetings are conducted.

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements.

Health & Safety

The role holder is responsible for their own health and safety and the impact of their actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted by the Chief Officer as follows:

All Reporting Officers/ Line Managers/Supervisors

| Civil Service | Authority of the Post Holder |
|------------------------|---|
| Disciplinary Procedure | Penalties up to and including First Written Warning |
| | Appeals up to First Written Warning |
| Capability Procedure | Up to Stage 2/ formal warning stage |
| Grievance Procedure | Up to Stage 1 |

All Countersigning Officers' Middle Managers

| Civil Service | Authority of the Post Holder |
|------------------------|-------------------------------------|
| Disciplinary Procedure | Up to Final Written Warning |
| | Appeals up to Final Written Warning |
| Capability Procedure | Up to Stage 2/ Formal Warning Stage |
| Grievance Procedure | Up to Stage 2 |

All Senior Managers (Senior Executive Officer or equivalent)

| Civil Service | Authority of the Post Holder |
|------------------------|--|
| Disciplinary Procedure | To hear cases involving alleged gross misconduct |
| | Dismissal |
| | Suspension |
| | Up to Final Written Warning |
| | Appeals up to Final Written Warning |
| Capability Procedure | Up to Stage 3 – Dismissal |
| Grievance Procedure | UP to Stage 3 |

Competency Levels For This Post Are:

| | |
|-----------------------------------|---------|
| Leading and Working Together | Level 2 |
| Communicating and Influencing | Level 2 |
| Achieving Results | Level 2 |
| Delivering a Quality Service | Level 2 |
| Changing and Learning | Level 2 |
| Showing Commitment and Resilience | Level 2 |

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| Manx Care Person Specification | |
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| Job Title: | Administrative Officer |
| Board: | Manx Care |
| Care Group: | Community Wellbeing Service |
| Grade: | Administrative Officer (AO) / Pay Band 7 |

| Attributes | Essential (E) or Desirable (D) | Method of Assessment |
|---|--|--|
| <p>Credibility</p> <ul style="list-style-type: none"> • 5 GCSEs including English Language or equivalent. • Passionate about delivering excellent quality customer service. | D E | CV Interview |
| <p>Capability</p> <ul style="list-style-type: none"> • Experience of working in a busy office environment and to tight deadlines. • Knowledge of confidentiality, security awareness and GDPR. • Experience of working in a confidential environment and dealing with sensitive issues. • Experience of using computer based systems and databases including Microsoft Office: Word, Excel, PowerPoint and Adobe Pro. • Good oral and written communication skills. Ability to communicate effectively with people at all levels with confidence, tact and diplomacy. • Good organisational and time management skills. Ability to work effectively as part of a small administration team. • Attention to detail and ability to work accurately. • Good telephone manner. • Knowledge of the Integrated Mental Health Service. • Working knowledge of the Integrated Mental Health Service's Client Information System (RIO). • Experience in preparing agendas and recording minutes. • Experience in dealing with a range of people from different organisational backgrounds and grades with confidence, tact and diplomacy. Ability to communicate effectively at all levels. • Attention to detail and ability to work accurately with minimal supervision. Ability to learn new systems. Handle confidential information. • Ability to handle routine interruptions and flexible approach to changing priorities with ease. | D E D E E E D D D E E E | CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview |

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|---|---|---|
| <p>Character</p> <ul style="list-style-type: none"> • Calm under pressure. • Confident, adaptable and approachable. • Ability to maintain confidentiality and discretion and work with tact and diplomacy. • Friendly and confident approach. • Reliable and self-motivated with flexible approach. • Enthusiastic, methodical and reliable. • Able to build relationships quickly and manage relationships effectively. • Ability to deal positively with difficult situations e.g., dealing with people in distress. • Team player with the ability to work on own initiative under pressure. | <p>E E E E E E E E E</p> | <p>Interview Interview Interview Interview Interview Interview Interview Interview Interview</p> |
| <p>CARE</p> <ul style="list-style-type: none"> • Excellent interpersonal skills, respectful and professional approach with colleagues and customers. • Innovative and embraces change. • Conscientious and proactive approach to achieve and maintain excellent standard. • Being fair, accountable and trustworthy. • Looks for ways to continuously improve/develop processes and procedures to their role for the benefit of the Service and those it affects. • Believes in what they are doing and presents themselves and their work in a positive way. | <p>E E E E E E</p> | <p>Interview Interview Interview Interview Interview Interview</p> |
| <p>Circumstances and Interests</p> <ul style="list-style-type: none"> • Satisfactory DBS check • Isle of Man Worker | <p>E D</p> | <p>Pre-employment Checks Application</p> |