

## JOB DESCRIPTION & PERSON SPECIFICATION

### ADMINISTRATIVE ASSISTANT – CALDERDALE OPEN MINDS PARTNERSHIP (CAMHS)

**Salary/benefits:** £16,480 to £18,950 (pro rata to 35 hrs FTE) + employer pension contribution

**Hours:** Full time (35 hours). Applications for 4 days (28 hours) will be considered.

The service operates on weekdays during office hours.

We also open until 6.30pm on Tuesdays & Wednesdays during term time (the postholder will be expected to contribute to the later working rota – normally one shift per fortnight).

**Holidays:** Full time employees are entitled to 28 days annual leave per annum. This is exclusive of the 8 or more public holidays (Bank Holidays) which fall during the year, plus up to 3 discretionary leave days between Christmas & New Year (a skeleton service operates during this period which staff may be asked to contribute to in exchange for overtime/time in lieu).

**Reporting to:** Northpoint's Single Point of Access Co-ordinator

**Contract status:** This is a permanent contract of employment

**Service Overview:** Northpoint are commissioned to provide part of the Open Minds Partnership (Calderdale CAMHS – Child & Adolescent Mental Health Service). The service includes a single point of access (known as the First Point of Contact), which is the single point of entry for all mental health referrals for children and young people. We process up to 2,000 referrals each year from our office base in Clare Road, central Halifax. We also provide therapeutic interventions to around 650 young people and families each year. A more detailed summary of the service and organisation is provided in the additional 'About Northpoint' document.

**Role summary:** The postholder will work as part of a team to support the delivery of the CAMHS single point of access, together with other aspects of Northpoint's therapeutic mental health service. They will also provide support to mental health practitioners, answer phone calls, process paper and electronic referrals, book appointments for families & young people, and ensure the smooth running of the office.

**Main duties:** The role will involve four main areas of work:

- (i) to take calls into the service – this will involve providing a helpful response to enquiries, and passing calls to duty clinicians where appropriate
- (ii) to provide information and advice to callers about how to make a referral
- (iii) to input patient information from paper and electronic referrals
- (iv) to support families and young people to book appointments

**Job Duties:**

The post-holder will provide administrative support to the Calderdale Tier 2 CAMHS team and act as the initial contact for enquiries to the service.

*Enquiries:*

1. Provide daily cover for incoming calls/e-mails/letters from clients, parents/carers, GPs, school staff, social workers, and other professionals
2. Pass enquiries to the Tier 2 duty clinicians as appropriate
3. Use customer care skills to ensure that enquirers receive a timely and helpful response
4. Maintain a detailed and accurate message recording system, taking appropriate action where necessary, and contacting members of the team as appropriate if messages require urgent / early attention.

*Patient management system:*

5. Input new referral data onto a computer-based patient management system (IAPTus) in a timely fashion.
6. Record any patient-related messages and/or correspondence on IAPTUs in a timely fashion.
7. Ensure patient-sensitive information is recorded in line with Information Governance protocols.
8. Assist in the production of routine statistical and audit information by running regular system and database reports as requested.

*Appointments:*

9. Undertake appointment bookings for assessment clients, and adjust appointments as necessary in the event of cancellations or amendments.
10. Support practitioners to organise interpreters and clinic rooms as required.
11. Send out assessment appointment letters and other client information in line with internal processes.
12. Provide reception cover to greet clients and visitors to the premises.

*Other duties:*

13. To promote safeguarding and child protection, and to ensure that the well-being and safety of children and young people is central to all discussions and decisions.
14. To support the service manager and team members in ensuring the premises provides a safe, clean and secure working environment.

15. To participate in appraisal and performance review process ensuring objectives are met and a personal development plan is maintained and evaluated.
16. Undertake mandatory training and access other relevant learning opportunities.

The above list of duties is not intended to be exhaustive. The post-holder will be required to undertake any other duties in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the post holder.

**Disclosure and Barring Service Certificate:**

Due to the nature of the work, this post will be subject to a DBS check (formerly CRB check). Northpoint's policy on the recruitment of ex-offenders is available on request - a past criminal conviction will not necessarily be a bar to employment.

[\(please scroll down to see person specification\)](#)

## PERSON SPECIFICATION

**Candidates are advised to use the application form to demonstrate the extent to which they meet each of the following points. Applications will be shortlisted on this basis.**

### **Essential:**

1. Experience of working in a similar service which supports families, e.g. school, children's centre, children/family service, a child or adult mental health service.
2. Experience of working in a supportive/caring role, or in an administrative role
3. Awareness of the range of emotional health problems which can affect children, young people and their families
4. Understanding of the importance of safeguarding children and young people
5. Good working knowledge of basic IT systems (Word, Outlook, Excel, Access) etc.
6. Ability to work under pressure, prioritise and organise.
7. Ability to pay attention to detail, and to produce clear and accurate reports
8. Evidence of good verbal and written communication skills
9. Ability to work autonomously and work as part of a team
10. Ability to deal with calls from young people, parents/carers and professionals which may involve emotional or distressing content

### **Desirable:**

1. A relevant qualification, e.g. a therapeutic qualification, or an administrative qualification
2. Experience of providing telephone support and advice
3. Experience of maintaining the confidentiality of patient-sensitive information
4. Experience of using an electronic patient record system (e.g. SystemOne/IAPTus)
5. Knowledge of CAMHS/young people's mental health services
6. Knowledge of young people and family services in Calderdale
7. Awareness of the pressures facing professionals who support children and young people, such as schools and GPs
8. Knowledge of neurodevelopmental conditions (e.g. autism, ADHD).