

ACCESS CENTRE ADMINISTRATOR

Responsible to: Access Centre Manager

Job Level: circa £17,500 p.a. **Hours:** Full-time & Part-time positions available, 37.5 hours per week including some evening work

Location: Birmingham



Purpose of role: An exciting new role within the Beacon UK Access Centre team, the Access Centre Administrator (ACA) will play a key role in ongoing delivery of managed mental healthcare for the exciting new partnership, Forward Thinking Birmingham (FTB).

The ACA will be part of a team responsible for effectively managing the smooth operation of referral and scheduling (i.e., non-clinical) enquiries, and ensuring that allocated administrative targets in relation to the Access Centre (which will be operational from 8am-8pm on weekdays, at weekends and providing a reduced out of hours service) are met in a consistent and timely manner. They will help to ensure that the processes in place fully support an efficient, timely and customer service oriented experience. They will liaise closely with a range of other teams within FTB and external partners (e.g., referrers and service users/relatives) to ensure that the Access Centre runs as smoothly as possible.

Key responsibilities & accountabilities:

- Administering referrals and dealing effectively with basic non-clinical enquiries
- Responding to basic queries and conveying messages, sorting both internal and external mail/fax/calls, etc. where required
- Assisting with general typing, photocopying and collating papers and any other support required relevant to the level of the role
- Presenting as professional and courteous to all service users, relatives, referrers and staff (internal and external to FTB)
- Communicating courteously and politely at all times when dealing with enquiries, including where there may be barriers to understanding.
- Operating the call system, maintaining a helpful and friendly manner at all times, answering
- Ensuring security/verification protocols are appropriately utilised to safeguard person identifiable information
- Ensuring that clinically validated appointments are booked appropriately and according to clinical priority on the appointments system
- Using computer and IT packages in compliance with NHS and Beacon policies and legislation
- Assisting with the updating and maintaining the administration of the 0-25 Service Directory, including liaising with partners within and outside of FTB
- Supporting the co-ordination of the FTB 24/7 online presence as required

Relationships, Resources & Special Requirements	Measurements	Person Specification
<p>Key relationships: Access Centre Manager VCS, Education, Social Care & Housing Providers Clinicians and other Trust partners Other Administration team colleagues</p> <p>Responsible for: No direct reports or budgetary responsibility</p> <p>Special requirements: N/A</p>	<p>KPI themes Access Centre KPI's and measures, to be discussed on commencement</p> <p>Behavioural Competencies Taking personal responsibility to deliver results, demonstrating resilience and drive in the face of ambiguity, uncertainty and complexity (Resiliency) Able to apply continuous improvement in all aspects of work (Ingenuity) Relationship development and working with others collaboratively to deliver results (Dignity & Community) Maintaining the highest levels of confidentiality and ethical standards (Integrity)</p>	<p>Essential Good standard of general education, for example GCSE or equivalent in Maths and English Excellent IT skills Experience of work requiring a methodical and organised approach, utilising excellent time management skills Experience of working a customer focused environment and delivering excellent standards of customer service Experience working to own initiative Able to make appropriate decisions where a referral to more senior staff is required Able to work as part of a team and share knowledge and skills as required</p> <p>Desirable Experience of working in a mental health setting</p>