

Job Description

- Title:** Duty Administrator
- Department:** Finance & Admin
- Reporting to:** Finance and Admin Manager
- Office Base:** Cardiff / Swansea

This post will be subject to an Enhanced Check, including the Adult / Children Barred Lists

1 Purpose

- 1.1 The Duty Administrator is responsible for receiving all referrals from both service users and professional and for inputting this information into a database.
- 1.2 The post holder will receive incoming calls and signpost as appropriate.
- 1.3 As a member of the Support Services team, the post holder will actively participate in the continuous improvement of the support services function.

2 Core Competencies

- 2.1 To achieve the objective of this role the duty administrator must place the client at the centre of all actions and decision making and must display the necessary competencies, skills and attitudes in their day to day work.
- 2.2 These competencies include: -
 - 2.2.1 being non-judgemental;
 - 2.2.2 promoting anti-discriminatory practice;
 - 2.2.3 maintaining confidentiality;

- 2.2.4 promoting empowerment and self-determination;
- 2.2.5 promoting equal opportunities, equality and diversity;
- 2.2.6 ensuring that clients are treated with dignity and respect as part of ethical practice;

3 Main Duties and Responsibilities

3.1 Main Duties

- 3.1.1 To receive all referrals from both service users and professionals and to input this information into a database.
- 3.1.2 To receive incoming calls and signpost as appropriate.

3.2 Confidentiality

- 3.2.1 To ensure strict confidentiality is maintained at all times.
- 3.2.2 Understanding of and compliance with Data Protection legislation, and ASC Data Protection and Confidentiality policies.

3.3 Health and Safety

- 3.3.1 To work at all times in a safe and efficient manner and be aware of the ASC's Health and Safety policies.
- 3.3.2 All employees have a responsibility of care for their own and others health and safety.

3.4 Training

- 3.4.1 To attend all mandatory training sessions.

3.4.2 To ensure that all training needs are identified, met and updated to encompass all relevant changes and practices (subject to funding).

3.4.3 All employees have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees, students on placement or volunteers.

3.5 Behaviours

3.5.1 To actively promote the positive image of ASC

3.5.2 To actively and positively promote mental health issues

3.5.3 To work within the ASC corporate framework, and to follow all ASC Policies, Procedures and Protocols.

3.5.4 To ensure that your Line Manager is fully informed of any issues which may affect the quality of service provision.

3.5.5 To attend all supervision sessions, appraisals and notified meetings, where relevant.

3.5.6 To ensure good communication both within ASC and with external agencies.

3.5.7 To ensure ASC's Equal Opportunities, Code of Conduct and Health & Safety policies are fully understood and upheld.

3.5.8 To ensure that all work is conducted to the highest professional standards within ASC's policies and procedures.

3.5.9 To actively participate in the continuous improvement of the support services function.

3.6 Other

3.6.1 Any other duties relevant to this post.

3.6.2 The job description sets out the main duties of the post at the date drawn up. Such duties may vary from time to time, without

changing the general character of the post, or the level of responsibility.

- 3.6.3 Such changes are common occurrences and cannot by themselves constitute a reconsideration of grading

Person Specification

- Title:** Duty Administrator
- Department:** Finance & Admin
- Reporting to:** **Error! Reference source not found.**
- Office Base:** Cardiff / Swansea

Qualifications

Essential

- 1 A minimum of 5 GCSE's or equivalent

Experience

Essential

- 1 A minimum of two years experience working with members of the public or in a customer services environment
- 2 Working with people with Mental Health Difficulties.
- 3 Organising work load and prioritising tasks in order to make effective use of the available time.
- 4 Use of Information Technology in respect of record keeping, administration, researching material and correspondence
- 5 Working effectively in a multi-agency context with Health and Social Care Professionals

Desirable

1. Working effectively in an intra-agency context with Health and Social Care Professionals
2. Working in diverse and multi ethnic communities
3. Working with people with Learning Disabilities, Dementia, Complex Communication Needs and / or Capacity Difficulties

Attitudes and Personal Qualities

Essential

1. Understanding, awareness of and commitment to the principles of Equal Opportunities and the promotion of equality and diversity within the service and as a member of staff.
2. Desire to help people achieve their own goals.
3. Flexible and adaptable
4. Working in a non-judgemental way that is respectful of people's needs, wishes and experiences.
5. Working collaboratively and function effectively within a Team Environment.
6. Ability to work independently within organisational boundaries

Desirable

- 1 The promotion of autonomy and self-determination

Skills and Knowledge

Essential

1. An understanding of a range of Mental Health difficulties and how these can impact on people.
2. Converse confidently with a wide range of people in a confident, empathetic and tactful way.
3. The principles and purpose of advocacy.
4. The principle of confidentiality, specifically in relation to the advocate / client relationship.
5. An understanding of professional boundaries
6. Good Communication Skills, for example, excellent letter writing skills, a calm and clear telephone manner.
7. Ability to use and learn a range of IT technologies and systems.
8. Assimilate information quickly and construct coherent arguments.
9. Recognise and deal with potential risks, be aware of and manage personal safety.

Other

Essential

- 1 Own a full driving licence and have access to a car during working hours

Desirable

- 1 Ability to speak Welsh