Senior Administrator (Hospital Discharge Team) (working title)

Job Description

Job Title: Senior Administrator
Accountable to: Chief Executive
Responsible to: Head of Operations
Reporting to: Discharge from Hospital Team Manager
Location: Hybrid working: home working or office working when required (At Manchester Mind or Gaddum office)
Salary: £23,968
Hours: 35 hours
Contract: Permanent

About Gaddum

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester.

Outline of service:

Gaddum and Manchester Mind have come together to provide a new and innovative service which will support people to leave inpatient mental health settings and return to their community with the support they need to recover and remain well.

As a team, we will deliver psycho-social interventions, advocacy, housing and welfare rights advice and peer support. There will also be tailored support to young people (those under the age of 25). All we do is underpinned by listening and ensuring people feel heard – because we know that when people are listened to, they recover. The team will be working with colleagues within the mental health, primary care, inpatient and community sectors.

Job Purpose of Senior Administrator:

To provide high quality administrative support to the Discharge from Hospital Team – this will be a team based between Manchester Mind and Gaddum.

Your role will provide much needed support for monitoring, data and evaluation

requirements of the service and the management of inbound webform referrals (including outcome/ feedback forms on our case management system).

You will also respond to or delegate emails and voicemails to the service appropriately, requiring a good knowledge of the service. You will also support the Service Manager with the improvement and development of administrative and reporting functions.

Main Duties and Responsibilities

Administration and Project Support
- To complete specific tasks allocated through work plans and project plans, independently.
- To manage resources of the service, maintaining the resources folder, ultimately ensuring people have the right information where and when they need it.
- To amend and update resources as needed on Canva, developing and updating them as required.
- Support the development of communication materials including Easy Read Guides with support from Service Manager.
- To coordinate the arrangement of meetings, conferences and other events.
- To minute and keep a record of meetings as required.
- To manage the purchasing of service and employee resources as required using Gaddum finance processes.
- To curate online resources, internally and externally.
- To develop and maintain administrative systems as needed.

Reporting and Monitoring
- To compile data as requested to assist in the production of monthly and quarterly reports as requested following standard operating procedures
- To run reports as appropriate using agreed databases (such as, but not limited to, NHS and Local Authority) databases.
- To build, run and amend reports to meet changing reporting requirements.
- To ensure data relating to client contact are accurately recorded on our case management system (such as, but not limited to, referral and feedback forms).
- To use Microsoft Excel and any other appropriate system to review and manage reports in line with data reporting requirements.
- To input outcome monitoring forms accurately on to case management systems from a range of mediums including online forms, paper form and other formats as preferred by the client.
- In respect of data entry, identify and support the organisation's migration into technological solutions that remove the need for third person data input.

- Ensure best practice Information Governance approaches are in place to maintain the best data management systems possible – ensuring compliance with the Information Commissioner's Office and Gaddum's Information Governance Framework.

Managing referrals and maintaining records
- Process inbound webform referrals, checking for accuracy, duplication and completeness of data.
- Support, alongside colleagues, the development of referral routes that align with service needs.
- Identify gaps in completeness of data for reporting requirements and develop solutions to address them going forward (e.g. identifying training options to upskill colleagues).
- Ensure best practice Information Governance approaches are in place to maintain the best data management systems possible – ensuring compliance with the Information Commissioner's Office and Gaddum's Information Governance Framework.

Communication with clients and professionals
- Managing team inboxes, responding to emails as appropriate and delegating communication to appropriate colleagues.
- Respond to voicemails as appropriate, ensuring people receive a timely and professional response and resolving issues with as fewer contacts as possible.
- Contact clients for feedback, where appropriate, and accurately input feedback into outcome monitoring fields.
- Communicate with clients and professionals in a kind, supportive and professional manner.
 Escalate any safeguarding concerns to the Coordinator or Team manager.

Other responsibilities:
- To be responsible for your professional development, attending regular supervisions, appraisals and training.
- To respond to enquiries and calls in a prompt, professional and knowledgeable manner.
- To integrate effectively with colleagues at Manchester Mind, taking a "one team approach" to deliver a seamless service, understanding the different roles in the team and recognising each other's strengths.
- To be aware of personal safety and security when carrying out work.
- To support activities that promote social inclusion, equality and social justice.
- To represent Gaddum at meetings, forums and events where delegated and as appropriate.

Our values and policies:

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- To adhere to Gaddum Policies and Procedures, including Safeguarding and Confidentiality.
- To uphold Gaddum's values.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that, over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained, without changing the general character of the duties, or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff must work within all Gaddum policies and procedures.

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Senior Administrator (Discharge from Hospital Team)
Person Specification

In your application form, please provide examples of how you meet the 'Essential' criteria for this role. We will assess this via your application form and/or interview.

Criteria	Essential	Desirable	How we will assess this:
Qualifications and Experience	Experience of providing effective administrative support for a multi-disciplinary project or service. . Experience of using Microsoft Excel to manage data so it is presented effectively and clearly. Experience of using Microsoft Word to create and/or review high quality documents or reports. Experience using IT systems, such as Outlook, to manage emails and / or voicemails effectively within (and on behalf of) a team.	Experience of working in a service that supports people with mental health needs. Experience working in NHS, mental health services, advice or advocacy services.	Your Application and Interview
Skills and Abilities	Communication Skills - Ability to effectively communicate via email and telephone with professionals and service users, including service users with mental health needs. Organisation skills – Excellent ability to prioritise and plan own work and teamwork tasks; take responsibility in decision making, be very well organised and work independently to meet deadlines. Ability to understand and apply Standard Operation Procedures and use guides and templates effectively to use database and reporting systems effectively. Ability to identify ways to improve administrative and reporting systems and enact change.	Established skills in using basic design tools e.g. Canva or photoshop.	Your Application and Interview

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Knowledge	An understanding of the importance of complete and accurate data recording. A knowledge of and commitment to Safeguarding. . Knowledge of the challenges minority groups may experience when accessing mental health services.	Knowledge of Mental Health services – particularly those in Greater Manchester.	Your Application or interview
Other	Commitment to uphold Gaddum's values. Commitment to work to in line with all Gaddum's policies and procedures.		Your Application or Interview