



## THE LINK CIC JOB DESCRIPTION

<b>Title:</b>	Admin Assistant
<b>Location:</b>	Teesside
<b>Employment Terms:</b>	37.5 hrs PERMANENT
<b>Service Area:</b>	Children, Young People and Families
<b>Reporting to:</b>	Operations Manager
<b>Accountable to:</b>	Operations Manager
<b>Banding:</b>	Agenda for Change Band 4 point 11 (£11.22 per hour)

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The Link is a Middlesbrough based professional mental health and emotional wellbeing provider. We provide therapeutic services to children, young people and families across the North East including Redcar & Cleveland, Middlesbrough, Hartlepool, Stockton on Tees and Darlington. Our services include a wide range of workshops and training, therapeutic assessments, one to one therapeutic interventions including specialist therapies and Children and Young People Improving Access to Psychological Therapies (CYP IAPT) evidence-based therapies.

### **Job Purpose**

The role of Admin Assistant is to work within The Link's support team providing administrative support to our South Tees Mental Health Support Team.

### **Main Duties and Responsibilities**

- Provide receptionist duties including answering phones, booking in visitors, relaying messages.
- Manage and maintain diaries and book appointments.
- Compiling case packs/ensuring all documentation is replenished
- Scan all required documentation and organise general admin tray.
- Ensure written communication with service users parents/guardians.
- Organise and store paperwork, documents and computer-based information.
- Create and maintain filing and other systems.
- Order and maintain stationary and equipment, creating an inventory of supplies.
- Ensure the smooth and adequate flow of information within the company to facilitate other business operations.
- To maintain high standards of data capture by ensuring data entered on systems are accurate and timely.
- Preparing letters, presentations and reports.

- Required to undertake other duties commensurate with the role as required by business need, not specified in the job description.

### **Monitoring, Evaluating and Developing Service Provision**

- Assist in the monitoring, evaluation and development of the service with the tools and methodology provided for such.
- As appropriate, contribute to the development and learning of other service providers with regards to improving outcomes for children and young people within the service.
- Contribute to the setting of targets/action plans and work related to these, to assist service development.
- In the absence of the line manager, assist in ensuring service delivery and development is maintained to a good and professional standard at all times.

### **Administration and Finance**

- Contribute to the day to day administration and running of the service, including appropriate keeping of all records relating to the users of the service, administration and finance, security and confidentiality of information/communication.
- Share appropriate information with children and young people, staff and volunteers and other agencies in accordance with the rules of confidentiality and protection of data.

### **Work with Other Staff/Agencies**

- To create and maintain effective working relationships with Headteachers, Deputy Heads, SENCO's, Pastoral Teams, mental health champions and wider teaching staff by providing advice and consultative support on emotional and mental health issues, and in relation to appropriate referral pathways for children, young people and families experiencing mild to moderate mental health difficulties.
- To liaise effectively with other local providers, including statutory, voluntary sector organisations and third sector organisations on behalf of the child, young person or family.
- To build effective working relationships with other local children's mental health providers including statutory and third sector CAMHS and support the development of pathways of support.
- Present the users of our service and the service overall in a positive and professional manner, not bringing the service into disrepute.

### **Safeguarding**

- Under guidance and support taking appropriate safeguarding action to protect children and young people at risk of significant harm.
- To share appropriate information with parents/carers or other agencies regarding the child's wellbeing and progress keeping within the boundaries of Confidentiality and Information Sharing protocols.
- Ensure consent obtained and checked prior to sharing information, except in situations of safeguarding.

### **A Professional and Ethical Service**

- To undertake relevant Continuing Professional Development as identified through The Link's professional development and Appraisal system.
- To undertake supervision as per The Link's supervision policy and in line with the appropriate professional body.
- To work within The Link's GDPR and Information Governance policies and procedures.
- To ensure a safe and secure working environment for self and others and to take action as necessary within Health and Safety and other guidelines.
- To adhere to all The Link's Policies, Procedures and Guidelines.
- To promote and value the rights, responsibilities and diversity of people using the service.
- Promote and act in accordance with the service action plans with regards to equal opportunity and non-discrimination.
- Undertake training, supervision and appraisal to provide a high standard of service in a learning, innovative and continuous personal development environment.
- To promote the safety of children and young people to further the aim of preventing abuse or the risk of abuse.
- To act in a professional manner at all times whilst representing the service.
- Undertake other duties and responsibilities as required from time to time, commensurate with the post.

### **Other**

- Regular promotion and marketing of children's mental health, prevention and early intervention linking in with local/national campaigns
- Work in partnership with The Link Charitable Trust

This job description is designed to identify principal responsibilities only. The post holder is required to be flexible in developing the role in accordance with changes in The Link's organisational objectives and priorities.