

Job Description

Job title: Signpost Administrator

Main purpose of job:

At Signpost we are committed to providing counselling, coaching and other support to help young people, aged 10 – 25 years old, living in Hertfordshire overcome problems in their lives. We operate face to face sessions for our clients from our offices in Watford as well as phone and video counselling.

The postholder will be the first point of contact for young people looking for mental health support and will enable the smooth running of our services. providing administrative support to the Therapeutic Services Manager and team, acting as the front-of-house first point of contact for service users, volunteer trainee placement counsellor's, counsellors, clinical supervisors, and other professionals.

The primary focus of the Administrator role is providing timely, efficient, and high-quality administration and information support, and ensuring a high quality and discrete front-of-house service for all users. They will need to feel confident in engaging with young people and their parent/carers which may include difficult conversations which may include distressing content. The post holder is expected to plan and prioritise their own workload and ensure all administration requirements run efficiently.

The key elements of the post are to:

- a) Work closely with the Therapeutic Services Manager to provide administrative and other support to the therapeutic team.
- b) Maintain case management information on a specialist CRM system such as Microsoft Outlook, Excel and Word.
- c) Support the Therapeutic Service Manager with trainee placement coordination as required. This will include responding to general enquires regarding placements, liaising with human resources, ensuring all information is followed up to enable a smooth transition into placement.
- d) Being aware of the sensitivity of the client's needs when booking counselling assessments for potential clients and allocating to counsellors with the appropriate skillsets based on the presenting clinical need.
- e) Oversee the room booking process for all counsellor and group sessions at the Watford office or external venues as required.

f) Work towards and achieve the agreed Key Performance Indicators and performance objectives and ensure a high level of service is provided at all times.	
Department: TASS - Signpost Cost code: 8000 PR9999	Location: Watford
Position reports to: Signpost Therapeutic Services Manager	Position is responsible for: No resources
Job type: Permanent	Job evaluation grading: 4 DBS check type required: enhanced children and adults

Main duties	
1.	Provide all administrative support needed for the Therapeutic Services, including liaising with potential clients, volunteer trainee counsellor's, other professionals, data entry and record keeping, the composing of letters, promotional leaflets, newsletters, documents and reports, deal with the incoming and outgoing post, diary management.
2.	providing timely, efficient, and high-quality administration and information support, and ensuring a high quality and discrete front-of-house service for all users. They will need to feel confident in engaging with young people and their parent/carers which may include difficult conversations which may include distressing content. Use the specialist CRM for data entry, running reports, providing statistics, measuring impact and initial analysis of data.
3.	Provision of reports and statistics as required by the Senior Leadership Team, Trustees, external partners, funders, and commissioners.
4.	Provide information, advice and guidance to local partners as directed by the Therapeutic Services Manager
5.	Assist the Therapeutic Services Manager with the monitoring and evaluation processes.
6.	Manage and organise events as required.
7.	Provide appropriate information to service users, signposting and referring them to the most appropriate services.
8.	Develop an understanding of therapeutic and clinical support service developments to inform service users and professionals where appropriate.
9.	Attending meetings and take minutes as delegated.
10.	Keep up to date with developments in the field of children and young people's mental health and be willing to undertake any learning and development required by the role.
11.	Ensure that local information points within the office and website are regularly updated as necessary.
12.	Producing and distributing advertising and marketing materials

13. Order stationery and other supplies for the service, process donations, including recording details, banking and notification to Finance support team in One YMCA.

Success factors:

- **Planning & Organising:**
Achieve all performance objectives set by the Therapeutic Services Manager.
Ensure One YMCA and Signpost policies and procedures are always adhered to.
Participate in meetings and team development activities as appropriate.
Provide general administration support.
- **Analytical & Creative thinking:**
Provision of reports and statistics meet the deadlines set by the Senior Leadership Team, Trustees, external partners, funders and commissioners.
- **Interpersonal:**
Behaving ethically and professionally with role and taking steps to learn and develop over the course of employment and achieving high levels of performance in self.
Making sure that Signpost delivers its priorities, manages relationships, and risks as well as using resources appropriately to deliver success.
Working effectively with others, openly and collaboratively, valuing their differences and creating a working environment which helps achieve goals.
Formal Communications:
Ensure every individual we come into contact with is treated with dignity and respect.
Ensure that support is available and responsive to the needs of vulnerable children, young people, and adults, and to those who find it more difficult to access services.
Responsibility for Resources: None

Person specification and key competencies

Level A

Knowledge and experience of administration and ideally level 2 or 3 qualification.

Good understanding of the principles of customer centred service provision and experience of working in a customer focused environment.

Key job-specific skills:

IT literate with a good working knowledge and understanding of Microsoft Office, in particular Word, Excel and Outlook.

Working knowledge of Microsoft Office Publisher or willing to acquire.

Good database skills and confidence to produce standard and tailored reports (training in the specialist database will be provided).

Good standard of numeracy to process data accurately.

High standard of literacy to draft communications and produce newsletters.

Key personality traits:

An excellent, clear, and friendly telephone manner and ability to build effective relationships.

Well organised, able to plan, prioritise and co-ordinate work.

Good data analysis and reporting skills and ability to apply these to service performance monitoring.

Able to work under own initiative and proactive approach to problem solving.
Team player with flexible approach and ability to work constructively with change.
Good communication skills and the ability to impart relevant information whilst maintaining confidentiality.

Able to meet customers' needs and ensure that they receive an excellent service.
Non-judgemental and understanding of the diverse needs of adults, children, and families.

Able to work effectively with others openly and collaboratively and value their differences.

Able to maintain complete discretion in the handling of confidential information.

Willingness to undertake training and development appropriate to the role.

Commitment to valuing equality and diversity and understanding of how this applies to own area of work.

Other attributes:

Willingness to adjust working hours to meet operational needs, this may involve some evening and weekend working.

Full driving licence and suitably insured car available for use during working hours.