

JOB DESCRIPTION

Job title	Booking and Administration Team Leader
Sector/Function	Mental Health - IAPT
Department	Turning Point Talking Therapies Wakefield
Reports to	GSD Service Manager
Grade	4

Job purpose	<p>To assist in delivering the Improving Access to Psychological Therapies (IAPT) service within Wakefield and the surrounding district.</p> <p>To provide a comprehensive administration service by working closely with the Operations Manager, Team Leaders and, where appropriate, partner agencies to support and coordinate activities as required.</p> <p>Particular focus on booking of appointments throughout the service to maximise utilisation of clinical capacity.</p>
Key accountabilities	<ul style="list-style-type: none"> • To lead and manage the administration and client advisor teams • To ensure all client contact is managed within service level and to a high standard • To coordinate and manage the booking systems throughout the service to ensure maximum clinical capacity is utilised. • Staff line management, competence, including training requirements, CPD requirements and, audit Processes. • Working closely with Central Support departments to ensure management and clinical governance issues are managed appropriately within services and staff are competent and confident to follow policies and procedures in relation to governance. • Organise and create service rota's to ensure locations are staffed safely and appropriately • Providing assistance and advice to colleagues to ensure work is completed to the highest standards
	<p>Professional</p> <ul style="list-style-type: none"> • Ensure the maintenance of standards of practice according to the employer and regulating bodies. Keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence) • Ensure that client confidentiality is protected at all times • Participate in individual performance review and respond to agreed objectives • Keep up to date records in relation to Continuing Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments • Making sure relevant training is undertaken by staff within own remit
	General

	<ul style="list-style-type: none"> • To contribute to the development of best practice within the service • To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services • All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public • All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with GDPR and Security and Confidentiality Policies • It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties • This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development
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Dimensions	Direct reports	4-25
	Total staff overseen	4-25
	Internal contacts	Central support services Team leaders and clinical lead Operations Manager PWP team High Intensity Therapists Administration team
	External contacts	Clients Commissioners Partner Organisations
	Planning outlook	
	Problems solved	
	Financial authority	

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	<p>High level of enthusiasm and motivation.</p> <p>Advanced communication skills</p> <p>Ability to work within a team and foster good working relationships</p> <p>Ability to work under pressure and in meeting targets and service level agreements</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality</p> <p>Ability to work flexibly in a service that operates over 7 days</p> <p>Excellent organisational abilities, able to manage a complex workload</p>	<p>Experience of working within a multi channel environment to provide – Face to face and remote support (telephone, email and webchat) support to clients</p>

Technical effectiveness	Essential	Desirable
	<p>Demonstrates high standards in written communication</p> <p>Good standard of education</p> <p>Able to write clear reports and letters</p> <p>Excellent working knowledge of Microsoft Packages especially Excel</p>	<p>Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental health</p>

	Able to interpret data and identify trends	
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Acquired experience & qualifications	Essential	Desirable
	Proven ability to lead and manage teams within a fast paced environment both remotely and face to face	Previous experience within the health and social care sector

Other requirements	Essential	Desirable
	Computer literate	Fluent in languages other than English Experience or understanding of contact centre telephony & reporting platforms