**SECONDSTEP**
PUTTING MENTAL HEALTH FIRST

# Role Profile

# Community Rehabilitation Service

# Team Administrator

# Second Step

**162 Pennywell Rd**
**St Jude's, Bristol**
**BS5 0TX**

## 1.    JOB DESCRIPTION

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators.  The role profile is subject to review and change.

### 1.1    JOB PURPOSE

To provide an efficient administration support service within Community Rehabilitation Service and to undertake other admin duties as directed.

### 1.2    JOB CONTEXT

Second Step provides good quality housing and support services to people with mental health and other related support needs. The aim is to deliver recovery and wellbeing opportunities for people with mental health and other support needs to achieve their hopes and ambitions.

Community Rehabilitation Service is delivered under the banner of Bristol Mental Health.  This Service is led by Second Step in partnership with the women's mental health organisation Missing Link and the Avon and Wiltshire NHS Partnership Trust (AWP). It opened in April 2015 to support people with long term mental health and complex needs to gain the skills and confidence to live as independently as possible.

Second Step operates in B&NES, Bristol, North Somerset and South Gloucestershire.

The objective for the organisation is to ensure a robust, well-managed, creative, high profile organisation that is well resourced and values and promotes participation from service users, staff and Board members.

### 1.3    ORGANISATION

Immediate Supervisor:    Senior Team Administrator

Colleagues/Peers:        Team Administrators, Volunteers, Recovery Navigators

Direct Reports:          None

## 1.4    JOB ACCOUNTABILITIES

- Ensure that referrals into the service are processed effectively, and maintain associated service user records and systems, including keeping RiO patient records and other CRS systems up to date as directed.

- Produce weekly, monthly, quarterly and annual statistical information for monitoring purposes as directed by the Senior Team Administrator, the Senior Operations Manager and the Deputy Manager.

- Utilise skills in MS Office to create spreadsheets and PowerPoint presentations.

- Provide comprehensive administration support to the accommodation and community teams within the service, and to management, including producing reports, letters etc.

- Organise meetings as and when required and take and produce minutes (including at high level meetings) as requested.

- Maintain departmental records, including sickness and annual leave, and on-call rotas etc.

- Distribute the team's incoming post and administer the team's outgoing post on a daily basis.

- As required, raise orders for goods and services (including property maintenance); maintain relevant records and assist with checking and processing of invoices.

- Maintain the petty cash register accurately as authorised by the Management Accountant and the Finance Assistant.

- Assist with administration (e.g. typing, photocopying, collating) of user satisfaction surveys, mail shots, newsletters etc.

- Carry out relevant office management duties including maintaining office health and safety, and security, and maintaining adequate supplies of printed materials and small equipment.

- Ensure effective communication within the team, including being the first point of contact for team members and volunteers.

- Ensure a high degree of confidentiality is maintained at all times in line with Data Protection policy and Information Governance.

- Conduct ad hoc research for support staff and management (as required).

- Attend and contribute to training as directed.

- Assist with production of materials for events, training courses etc. and arrange venues, equipment and related records.

- Respond to ad-hoc requests effectively and in good time.  Manage multiple tasks whilst allowing for inevitable distractions.

- Work as part of a team, including provision of cover for colleagues, which will involve duties on reception at Brunswick Square.

## 1.5    PERFORMANCE MEASURES

- Delivery of an effective administration support service.

- Ensure adequate support for both the accommodation and the community elements of the service.

- Production of accurate reports, correspondence, documentation to specified regular deadlines.

- Maintain effective communication within the team.

- Full implementation of policies and procedures.

- Facilitate partnership working.

- Contribute to the development of the service.

- Collaboration and contribution to the effectiveness of the team.

- Maintain standards set by the CQC.

## 2.    PEOPLE PROFILE

## 2.1    PERSON SPECIFICATION

|  | Essential | Desirable |
|---|---|---|
| Skills | ▪ *Numeracy and literacy to GCSE level/NVQ 2 or equivalent*<br>▪ *The ability to create Word and Excel and Outlook documents for emails, letters, reports, spreadsheets, graphs*<br>▪ *Proven administrative skills, including ability to deal with multiple tasks and deadlines*<br>▪ *Ability to take and present accurate minutes*<br>▪ *Be able to communicate effectively at all levels*<br>▪ *Strong customer care skills*<br>▪ *Flexible and able to adapt to change* | ▪ *Experience of using a patient/care records system, e.g. RiO*<br>▪ *Use of database systems* |
| Knowledge | ▪ *Understanding of office health and safety regulations*<br>▪ *Demonstrable understanding of the principles of confidentiality*<br>▪ *Understanding of cash handling/financial record keeping* |  |
| Experience | ▪ *Proven experience of working on own initiative and as part of a team*<br>▪ *Proven experience of providing administration support in a team environment*<br>▪ *Experience of setting up filing and other office systems* | ▪ *Experience of working in the voluntary / health sector* |
| Values | ▪ *Commitment to diversity and equal opportunities at work*<br>▪ *Ability and motivation to work with a Recovery focused approach*<br>▪ *Demonstrates a non-judgemental approach to issues of mental wellbeing* |  |

## 2.2    COMPETENCIES

| Competency | Entry Level (2) | Desired Level (3) | Exceptional Level (4) |
| --- | --- | --- | --- |
| Achieving Results<br><br>Relevance to Recovery:<br>Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes. | Plans own work and meets agreed goals within the time available<br><br>Can problem solve alone but knows when to involve others. Able to use more than one approach when solving problems.<br><br>Works hard and stays focussed on priorities, increases effort without guidance | Prioritises key tasks and manages own workload, taking into account the impact of own work priorities on those of others.<br><br>Able to use a range of approaches to analyse and manage problems and performance issues.<br><br>Sets appropriate targets for self and others, will "go the extra mile" to deliver work on time and within budget. | Adjusts own work priorities to take other's priorities into account, and involves other people to achieve goals.<br><br>Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks.<br><br>Sets appropriate long term objectives that improve the service and the performance of the organisation. |

| Competency | Entry Level (1) | Desired Level (2) | Exceptional Level (3) |
| --- | --- | --- | --- |
| Customer Care.<br><br><br>Customers include:<br>Service users<br>Carers<br>Members of the public<br>External agencies<br>Funders<br>Any other interested parties | Is aware of Equal opportunities issues and how discrimination can affect service users and other customers.<br><br>Works to establish good relationships with service users, visitors and other customers.<br><br>Understands Second Step's code of conduct and values and makes sure that their working relationships reflect these. | Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith, sexual orientation or ability.<br><br>Works hard and invests time getting to know and developing good working relationships with service users and other customers.<br><br>Knows who their key customers are and is able to change own | Develops feedback and evaluation systems that improve services.<br><br>Contributes to a culture which is customer focussed and where the customer comes first, including responding to both internal and external customers |

| | | style to suit different customer's needs. | |
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| Competency | Entry Level (2) | Desired Level (3) | Exceptional Level (4) |
| Effective Communication.<br><br>Relevance to Recovery:<br>How we talk to people, our non verbal communication, how we record our work, all give a positive message of hope and recovery. | Understands the information required by their peers and reports and is skilled and confident at communicating with, and listening to, others.<br><br>Designs and writes well structured, clear and relevant documents, letters and reports.<br><br><br>Communicates with others in a form and manner that takes into account their background, culture and level of understanding. | Plans and manages all communications and ensures they are clear, effective and have maximum impact.<br><br>Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications.<br><br>Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences. | Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation.<br><br>Plans communication around the needs/objectives of the audience.<br><br>Distils key messages or key conclusions from complex situations. |
| Competency | Entry Level (1) | Desired Level (2) | Exceptional Level (3) |
| Partnership and Teamwork.<br><br>Relevance to Recovery:<br>All team work and partnerships should centre on the support requested by an individual and work collaboratively to achieve this. Every service user should have full knowledge of who is involved in their support. | Is considerate to the needs of others at work and openly shares information with them.<br><br>Participates willingly in the team and does their share of work.<br><br>Makes an effort to build good working relationships with peers, their team and external agencies. | Develops and maintains effective working relationships, understands and contributes to the collective responsibility for achieving results.<br><br>Helps team decision making by their own contribution and supporting others to contribute.<br><br>Makes a positive contribution to wider team processes such as | Always tries to understand the needs and priorities of colleagues and reports, builds relationships based on co-operation, respect and trust.<br><br>Facilitates in their team a culture of openness, co-operation, trust and responsibility.<br><br>Shares power within the |

| | | problem solving, or implementing change. | organisation and across networks, and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making. |
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| Competency | Entry Level (1) | Desired Level (2) | Exceptional Level (3) |
| Personal and Professional Development.<br><br>Relevance to Recovery:<br>Being open to learning about ourselves and from others, being committed to continual learning and development, assists us to support individuals in their recovery. | Is aware of their own feelings and is able to manage their emotions when faced with difficult situations.<br><br>Stays calm in a crisis and supports others to stay calm.<br><br>Uses supervision effectively and is keen to learn, takes responsibility for their own development by actively taking part in learning opportunities. | Understands the nature and causes of their emotional reactions to particular situations and actively manages own emotions and reactions when necessary.<br><br>Is sensitive to the needs of others in difficult or pressured situations.<br><br>Actively participates in supervision, reflects on supervisor's feedback and applies this learning to future work. | Knows their strengths, and limitations, and understands how they impact on others in a range of situations, including when providing leadership that makes a difference to their team.<br><br>Recognises others' anxieties and problems, and facilitates them to find ways of dealing constructively with these.<br><br>Uses reflection on their work in supervision to maintain and improve their work.<br><br>Maintains their own personal and professional development by using both formal and informal learning opportunities, independent of/in addition to, their supervisor's suggestions. |

| Competency | Entry Level (1) | Desired Level (2) | Exceptional Level (3) |
|---|---|---|---|
| Service Area Expertise

Relevance to Recovery:
Services support individuals to find ways of understanding and meeting their own needs. | Understands routine work related tasks.

Follows correct procedures in carrying out tasks.

Works within Equal Opportunities Policy. | Understands the specialist and/or professional requirements of the job and applies this in their day to day work.

Has an up to date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary.

Applies Equal Opportunities principles to practice within own service/team. | Has a comprehensive understanding of the specialist and/or professional requirements of the job and applies this in all areas of their work.

Acts as a reference point within own particular service/team.

Ensures the service/team respects diversity in all aspects of service delivery. |
| Competency | Entry Level (1) | Desired Level (2) | Exceptional Level (3) |
| Recovery Orientated Practice | Is interested in and shows a commitment to learning about recovery within the organisational context | Understands how recovery applies to the work of the organisation | Is able to apply recovery principles and values to own work area.

Actively promotes recovery with colleagues and the wider organisation |
| Competency | Entry Level (1) | Desired Level (2) | Exceptional Level (3) |
| Working with Change

Relevance to Recovery:
Staff and systems are flexible and respond to customer's changing needs | Is able to adapt to new environments and work in different environments.

Prepared to contribute ideas when asked.

Willing to try out new ways of | Is adaptable to new ways of working and is willing to accept new challenges.

Contributes ideas for change and improvements in a positive and constructive way. | Effectively implements changes in policy and procedure with guidance.

Understands that the working environment is one of constant change and is able to explain and promote the benefits of |

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| | working. | Is flexible when changes are required, even at short notice. | change.<br><br>Involves others when changes are required so they have a sense of ownership. |
| Competency | Entry Level (1) | Desired Level (2) | Exceptional Level (3) |
| Policy, Procedure and Practice.<br><br>Relevance to Recovery:<br>Policies and procedures inform our best practice. Services are delivered in line with equal opportunities and do not discriminate. | Always follows the organisation's policies and procedures.<br><br>Knows where to find out about policies and/or procedures and asks for guidance if they are not clear. | Understands how, and can explain why, policies and procedures are applied for the benefit of staff and service users.<br><br>Identifies areas where improvements to policy, procedure or practice can be made.<br><br>Identifies when changes to practice impact on policies and procedures. | Actively pursues improvements to procedures which produce benefits to all parties.<br><br>Challenges policies and procedures which have a negative impact on service delivery.<br><br>Uses judgement to reach decisions on situations not fully covered by policies or procedures. |