



JOB DESCRIPTION

Section 1	
JOB TITLE:	Involvement, Recovery & Wellness Centre Administrator
PAY BAND:	Band 3
Section 2	
AREA OF WORK:	Trust wide
ACCOUNTABLE TO:	Clinical Service Manager
REPORTS TO:	Cheshire & East Recovery College Manager
RESPONSIBLE FOR:	No line management responsibility
JOB SUMMARY:	To ensure the provision of comprehensive and efficient administrative services to support recovery college objectives.
LIAISES WITH:	All team members, service users, carers, other trust departments and outside agencies
Section 3	
<u>KEY RESPONSIBILITIES:</u>	
<p>To ensure recovery college environment is welcoming, and appropriate for recovery college ethos. Meet and greet students, explain the Recovery College ethos and the courses.</p>	
<p>To assist individual participants, staff and training providers with administration and request for information using appropriate communication and judgement skills to support and resolve enquiry needs where possible.</p>	
<p>To provide, develop, update, monitor and dispatch all relevant recovery college paperwork, including prospectus, promotional posters, and flyers, in collaboration with Recovery College lead and volunteers using various software applications. Arrange promotional events and attend these, marketing and advertising.</p>	
<p>Design the prospectus using Microsoft publisher – design and publishing work.</p>	
<p>To be responsible for inputting, maintaining and retrieval of information from relevant databases and to assist in the preparation of statistical, audit information and assist in time limited projects as requested.</p>	
<p>To maintain strict confidentiality in all aspects of the work, complying with policies and procedures on the safeguarding of personally identifiable information.</p>	
<p>To arrange / inform other staff of relevant training areas to be booked / cancelled for all courses running within college prospectus.</p>	
<p>To define equipment required from each trainer and ensure its availability and workability within the training area.</p>	
<p>To collate/monitor and inform training providers of the details of those attending a course and if appropriate provide trainers with information relevant to ensure students safety and wellbeing.</p>	
<p>To be responsible for the organising and preparation of recovery college training rooms in order to facilitate efficient, effective and helpful training practices.</p>	

To ensure all course documentation is prepared in advance of each course and available to the trainer before course commencement.

To organise and prioritise own workload on a daily basis to ensure that time deadlines are met and that urgent work is accommodated.

To take messages, redirect calls and send emails where appropriate and in line with CWP policies to liaise with students, volunteers, staff external agencies and internal departments.

To notify team managers and trainers of confirmed course dates in advance, to allow community teams to plan time and or make arrangements to cover absence from work.

To be responsible for Implementing and maintaining an efficient system for chasing any outstanding queries, comments and actions.

To ensure recovery college resources, stationery stock/office supplies are available (including controlled stationery), sourced and used efficiently, and that office equipment is kept in good working order by reporting faults through the appropriate channels.

To ensure petty cash is requested, monitored, authorised and recorded.

To carry out procedures as directed by Recovery College Lead and trainers to aid the smooth running of courses that is in keeping with recovery college operational procedures.

To record those clients using CWP secondary care services on to care notes.

To support students and/or carers through times of increased need and in a crisis referrals to be passed to a clinician.

To ensure any negative side effects or consequences of training courses are reported to recovery college lead immediately.

To take the necessary action and reportage of any accidents and untoward incidents to the appropriate qualified practitioner/recovery lead.

To complete appropriate paper work (i.e. incident form) to record and notify relevant health personal.

To assist the recovery college lead to maintain a high standard of appropriate student care.

To establish and maintain suitable systems for the filing and management of training files and other records.

Provide local induction and day to day observation/supervision to volunteers/staff where necessary.

Provide cover as and when required for other administration roles within college environments.

To undertake any training and development necessary to fulfil the requirements of the post.

Section 4

1. HEALTH AND SAFETY

All staff have a general duty to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions. All safety rules, regulations and codes of practice relating to the work area should be observed.

2. INFECTION PREVENTION AND CONTROL

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection prevention and control at all times, thereby reducing the burden of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Hygiene Code - Code of Practice for the Prevention and Control of Healthcare Associated Infections (DH 2008).

All staff employed by Cheshire and Wirral Partnership NHS Foundation Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas, between each service user contact and after any clinical or cleaning task.
- Staff members must attend mandatory infection prevention and control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to others have a duty to contact the IPCT and Occupational Health.

3. EQUALITY AND DIVERSITY

To value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.

4. COMPETENCY OF HEALTH PROFESSIONALS

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in Continuing Professional Development.

5. STAFF INVOLVEMENT - INDIVIDUAL RIGHTS & RESPONSIBILITIES

To work in partnership to achieve service objectives and promote a culture of working together through good communications, openness and honesty.

6. SAFEGUARDING

Everyone within CWP has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Every adult has a responsibility to protect children and as employees of the Trust we are duty bound always to act in the best interest of a child about whom we may have concerns.

7. KSF

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

8. SUPERVISION

To take responsibility for personal development by accessing appropriate supervision and personal development as per CWP supervision policy.

Section 5

PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>	<i>Method of Assessment</i>
Qualifications	<ul style="list-style-type: none"> Proficient in computer packages (i.e. word, PowerPoint, Excel, Database) 	<ul style="list-style-type: none"> Knowledge and ability to create and edit computer packages, such as Indesign, Photoshop. 	<ul style="list-style-type: none"> Questioning at interview
Knowledge and Expertise	<ul style="list-style-type: none"> Working knowledge of software programmes e.g. Microsoft Office Knowledge of mental health issues and recovery orientated practice. Knowledge and understanding of the Data Protection Act 		<ul style="list-style-type: none"> Microsoft office assessment. Questioning at interview and certificates, if applicable.
Experience	<ul style="list-style-type: none"> Previous administration experience 	<ul style="list-style-type: none"> Previous experience in a health related environment Experience of working as a member of a team in a office environment 	<ul style="list-style-type: none"> Application and questioning at interview
Analytical and judgemental skills	<ul style="list-style-type: none"> Able to exercise judgement when dealing with recovery college enquiries. Ability to adapt to changing pace of work when needs arise. 		<ul style="list-style-type: none"> Questioning at interview
Personal skills	<ul style="list-style-type: none"> Organisational skills and ability to prioritise work and meet deadlines. Clear and accurate communication skills and ability to be sensitive to the needs of the students/carers and staff who may need additional support. Flexible adaptable and approachable Educated to an appropriate standard of the English 		<ul style="list-style-type: none"> Questioning at interview and application



Section 5

PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>	<i>Method of Assessment</i>
	Language to undertake the job role <ul style="list-style-type: none">• Able to manage own workload, as well as work under direction of Recovery College Lead.		

To be completed by HR

Job Number:		Version No:	1	Issue Date:	
KSF Number:		Version No:		Issue Date:	
Jurisdiction of JD:	Trust Wide				



LOCALISED DIFFERENCES SHEET

This section is to be completed where 'local' areas have minor differences to those indicated in the generic job description in **sections 2 and 3 only** - **there can be no difference to job title or banding.**

N.B. Where there are no localised differences, delete this section/sheet.

Section 6		
Section 6a	New applicable information	Not applicable information
	Insert text	Insert text
Section 6b	New applicable information	Not applicable information
	Insert text	Insert text

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