

Administrator

Waltham Forest

Community Bridge Building Service

Job Description

Job Title Team Administrator: Bridge Building Service (WFBB06)

Salary £17,000 per annum

Hours 37.5 hrs (flexible hours)

Contact length 18 months initially from appointment (may be renewed)

Accountable to The Community Bridge Building Team Leader. Then through the Manager and ultimately the Chair of CREST Waltham Forest

Job Summary

The purpose of the post is to provide comprehensive administrative support to the Community Bridge Building Service, ensuring all systems are in place and functioning well to support service delivery to the highest standard possible.

NHS Waltham Forest is developing a new community based service for people supported in primary care with mental health problems. This service will complement the current primary care mental health service SOLUTIONS, provided by North East London Foundation Trust.

The new service will be piloted for 18 months. The post holder will be part of a Community Bridge Building Team promoting the social inclusion and increased community activity of people 18 and over with mental health problems. The Bridge Builders will support people mental health problems to access and maintain contact with mainstream community services, resources and facilities. The Community Bridge Building Team will work across the following domains:

Employment
Volunteering,
Education,
Arts,
Culture & Community, and
Sports and Leisure.

The post-holder will be part of a small team based at the office of CREST Waltham Forest, Unit 1, The Mews, 2a Truro Road, Walthamstow, London E17 7BY.

Close working relationships will be developed with SOLUTIONS, GP practices, local employers and local community services to increase the number of clients accessing mainstream activities and support.

Main Duties

To handle service telephone enquiries and either refer to the appropriate team member, deal with the enquiry, or take a message and convey it when the person is on-site.

To type correspondence etc as and when required

To provide comprehensive administrative support to all members of the team through the use of office technology and systems

Assist the effective operation of the team by:
arranging meetings, minuting of key meetings
developing and maintaining appropriate systems, e.g. diaries, cover rotas,

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standard documentation and forms, resource inventories, furniture & equipment inventories and maintenance records
contributing to the provision of effective, professional reception and telephone duty cover and general clerical services to the team
Inputting client and other data to appropriate systems

To hold and maintain an information resource of local mainstream community activities and opportunities related to all life domains in the statutory, voluntary and commercial sectors. This includes specific research for resources which are targeted at minority and under-represented groups.

To ensure all literature, forms, contact details and information databases are up to date and accessible.

To identify local accessible public settings, such as community centres, libraries, cafes for Bridge Builders to use as meeting spaces.

To provide data and statistical information as required for the preparation and presentation of reports.

To comply with all CREST Waltham Forest policies such as equal opportunities, confidentiality and personal safety.

To undertake other duties as required.

Key Outcomes

An increase in the number of people accessing mainstream services as part of their recovery from mental health problems.

Greater satisfaction of patients and primary care staff in the increased levels of active lifestyles that the service will provide.

An increased take-up of opportunities in local partnership projects, which promote social inclusion and health improvement.

An increase in the awareness of social inclusion issues among staff and volunteers working in mental health services.

CREST Waltham Forest

Community Bridge Building Service

Person Specification

Community Bridge Builder

Quality Essential Desirable
Qualifications

Educational Achievement

At least 3 GCSEs or equivalent at Grade C, preferably including Maths and English

Administrative or secretarial qualification to NVQ Level 2, or customer services related training

Communication Skills

Demonstrates excellent oral and written communication.

Administrator

Excellent computer literacy skills.

Ability to develop good working relationships with clients and professional workers

Experience of report writing and keeping statistical information.

Confidence in presentation skills.

Good sense of humour.

Experience and Knowledge

Experience of administrating for a small team of independent workers working professionally and empathically with people under strain or distressed.

Experience of working as part of a team.

An appreciation of the kinds of issues that people with mental health problems may face on a daily basis

Experience of using community facilities for meetings and events

Experience of working with people recovering from mental health problems.

Experience of working with diversity

Experience of working in the voluntary sector.

Professional Awareness and Development.

Understanding of the concepts of recovery and social inclusion.

Evidence of recent training to improve skills.