



Havant and East Hampshire Mind Leigh Park Community Centre Dunsbury Way Havant P09 5BG

02392498916 www.easthantsmind.org

Re: Wellbeing Administrator

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the job advertisement, job description and person specification.

For more information about the role and our services, please see our website at www.easthantsmind.org or to discuss the role contact Jenny Smith (Jenny@easthantsmind.org).

To apply, please submit your application which should outline why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and access to a vehicle.

Please return applications to the HR Officer at HR@easthantsmind.org

Yours sincerely

Jenny Smith Adult Wellbeing Manager



The benefits of working with HEH Mind

Make a real difference to local people

We're a local Hampshire charity and we're here to make a positive difference to lives and communities. You'll work with a passionate, knowledgeable and dedicated team with a big heart.

Holidays

• It's important to take time off. We give you 25 days a year, increasing by one day per year of service up to 30 days and bank holidays (calculated pro-rata for part-timers), plus an additional winter leave day in late December and your birthday off.

Learning, growth and development

- We're committed to supporting our staff with learning and professional development, so we offer opportunities for coaching, training and mentoring.
- Everyone, regardless of role, is offered free Connect 5 Mental health and Wellbeing Training.
- As a rapidly growing organisation there are regular opportunities to grow and develop within roles and through internal promotions.
- Joining HEH Mind makes you part of the Mind Federation, which includes 110 local Minds across England and Wales and access to the Open hub platform and learning, development and good practice sharing opportunities.

Pension

If eligible, you'll be auto enrolled into our pension scheme, and our contribution is based on 3% of your salary.

Workplace wellbeing

- As workplace wellbeing experts you will be joining a workplace with a strong employee wellbeing focus. Which includes engagement opportunities such as our monthly digital 'Break Room' to meet staff from across the charity.
- Remote and homeworking flexibility (dependent on role requirements).
- We are a Mindful employer + accredited. All staff have access to our confidential 24/7 employee assistance programme.
- If you use a PC within your role, we will provide free eye tests, if necessary.



Job Advertisement

We are seeking a dedicated administrator for adults over 65 to join our team. This role involves working closely with the Local Authority adult social care team and the older persons practitioner within Havant and East Hants Mind.

The ideal candidate will be passionate about improving the lives of older adults, focusing on responding to initial referrals in a timely manner whilst upholding high levels of communication with service users, staff and outside agencies. The role will also include updating spreadsheets, our CRM system and collating data for reporting.

We want to hear from you

This is a great opportunity for anyone looking to get into a career combining administrative duties and working within the mental health sector and would like to make a difference in their local community.

We are looking for passionate, empathetic and committed individual who wants to work alongside a team of experienced wellbeing staff supporting with calls, referrals, emails, database work and other admin tasks.

If you would like to know more about the service before making your application, please get in touch with Jenny Smith, Adult Wellbeing Manager (Jenny@easthantsmind.org).



Job Description

Job title:	Older Persons Project Administrator
Salary:	£22,050 per annum FTE. Actual salary £5,959.46
Contract	12 months FTC
length	
Contracted	10 hours per week
hours:	
Working base:	Havant
Reports to:	Wellbeing Manager
Responsible	Service users
for:	
Checks made:	Enhanced DBS and 2 satisfactory references

Purpose of Post

In this role you will be the first point of contact into our services for service users and professionals both over the phone and email. You will be making initial contact with referrals and completing ongoing admin. This may include those in a state of emotional distress. This post requires strong interpersonal and communication skills to enable you to manage these conversations with professionalism and empathy.

You will be working in a dynamic environment, where you will need to be streamlined and organised and possess strong IT skills.

Accountability

You will be line managed by the Wellbeing Manager for Havant and East Hants Mind but will manage your own workload and prioritising your tasks.



Key Responsibilities and duties:

- 1. Serve as the first point of contact for the Older Persons service, providing a professional, empathetic, and knowledgeable response to all enquiries, ensuring a positive representation of the organisation.
- 2. Work alongside the practitioner to regularly update data to monitor and evaluate the progress of clients throughout the 12-week support journey, adhering to time scales and use RAG rating to prioritise referrals.
- 3. Collect and record data from database for our quarterly reporting such as waiting list, number visits, signposting, outcomes and feedback.
- 4. Monitor the Older Person service email inboxes.
- 5. Be able to prioritise your own workload.
- 6. Developing and setting up processes in order to accurately capture data from multiple digital platforms. This involves inputting data, collating data and preparing data collection for the Wellbeing Managers and SLT.
- 7. To undertake any other tasks and duties as required as requested by the Wellbeing Manager and/or other managers and to meet the requirements of the service.

General responsibilities and duties:

- 1. To attend staff meetings, supervisions, appraisals and training events as directed by your Line Manager.
- 2. To uphold the aims and values of HEH Mind.
- 3. To contribute to the ongoing development of the service and to best practice.
- 4. To work within HEH Mind policies and procedures.
- 5. All employees have a duty and responsibility of their own mental health and others.
- 6. All employees have a responsibility to prevent abuse and neglect and report concerns.
- 7. 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 current Data Protection legislation and Security and Confidentiality Policies



Person Specification	Essential/ Desirable
Qualifications:	
Equivalent level NVQ 3 as a minimum.	
Experience:	
Must have a good understanding of older person support needs, mental illness and recovery	
Experience in a customer service environment	
Experience of collating data for reports	
Skills:	
Ability to be able to uphold personal and professional boundaries	Essential
Knowledge of IT systems including Microsoft and CRM systems.	Essential
Communicate effectively and engage with service users in a positive and supportive way	
Good organisational skills with a keen eye for detail and an ability to maintain records/data to a high standard	
To be able to make clear notes, have a methodical and ordered working style and be able to maintain up to date and accurate records	
Respect and understanding of confidentiality and processes for treating information appropriately (Data Protection)	
Good level of numeracy & literacy is required for the post	
An understanding of reflective practice would be beneficial	Desirable

Personal Attributes:		
The ability to work well with staff, volunteers, professional partners as part of a busy team but also on own initiative		
Have a positive approach that encompasses empathy and compassion for all servicers and staff.		
Ability to embrace change and adapt to changes in service provision, new projects & duties		
Enthusiasm for the Charity's vision and a positive attitude that reflects our values		
Other Requirements:		
Knowledge of local area and services or organisations that can provide additional support to our service users		
Personal transport for business purposes		
Knowledge of local area and services or organisations that can provide additional support to our service users in Havant and East Hampshire		
Personal Circumstances		
Alignment with HEH Mind vision and values		
An understanding of equality, diversity and inclusion	Essential	

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