



Job Description

Job Title: Receptionist / Administrative Assistant - Community Wellbeing Service

Grade: Administrative Assistant (AA) / Pay Band 2

Division: Integrated Mental Health Services

Responsible to: Business Support Officer

Responsible for: N/A

Overview

The Community Care Directorate provides health and social care services to the people of the Isle of Man across four service areas – Integrated Mental Health, Community Health, Public Health and Adult Social Care. The Community Wellbeing Service, Counselling & Therapies Team offers assessment and treatment via a range of talking and occupational therapies for clients experiencing mild to moderate mental health problems such as low mood and depression, anxiety and worry, obsessive compulsive disorder, panic, post traumatic stress disorder, agoraphobia, social anxiety, sleep problems and health anxiety. This role will primarily support the professional team in delivering excellent specialist services through providing reception and administrative support.

The Community Wellbeing Service provides a range of therapeutic services for people aged 18 and over who are experiencing mild to moderately severe mental health problems. The Service comprises the following services:

- Counselling and Therapies Team: offer talking therapies (Guided Self Help, Counselling, Cognitive Behavioural Therapy and Occupational Therapy).
- Activ4Health - Exercise Referral Scheme: run from the NSC, this offers a programme of structured physical activity sessions.
- Next Step and Brunswick Gardens: run from two sites in Douglas, offering computer, craft, horticulture and woodwork sessions with the focus on learning new skills and establishing a working routine.
- First Contact Practitioner, Mental Health: operates from GP Practices offering immediate mental health assessments and signposting as appropriate within the Primary Care setting.

CARE

In Manx Care we pride ourselves on our Commitment & passion, Accountability & reflection, Respect & inclusion, and Excellence & innovation. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The purpose of this post is to provide a front line telephone and reception service for the Community Wellbeing Service (CWS), and to work collaboratively with the Senior Secretary to provide administrative support to professionals based within the CWS.

This role will support the professional team in delivering services for people who are experiencing mild to moderately severe common mental health problems, such as anxiety, depression and trauma through provision of an efficient and effective Reception, administrative and secretarial service.

The primary base for the post is the Community Wellbeing Service, Ballakermeen Road, Douglas however you may be required to work from other locations in response to the needs of the Integrated Mental Health Service Division.

Duties and Responsibilities

The Administrative Assistant will provide a full range of reception duties and support to the CWS Counselling and Therapies Team.

The post holder's duties will include, but are not limited to:

Reception:

- **Customer Service:** Provide a high quality customer service function by manning the reception desk, maintaining the waiting area and dealing with face to face general enquiries. Meet and greet visitors and inform professionals of their arrival.
- **Telephone Queries:** Deal with incoming calls from clients and professionals within the Integrated Mental Health Service and external agencies; answering general queries and providing information where possible or passing calls to the appropriate member of the Team.
- **Telephone Messages:** Ensuring that all messages taken are accurate, communicated to the appropriate member of the Team in a timely manner and recorded on the RiO Client Information System as required.
- **Service User & Staff Safety:** Ensure signing in sheets/staff boards are up-to-date.
- **Mental Health First Aid Courses:** Provide assistance as required to administrative colleagues and trainers in the delivery of courses and to Manx Care delegates in attendance.

Administration:

- **Data Entry:** Ensure all relevant information pertaining to new or existing clients is recorded on the RiO client database and is kept up-to-date.
- **Mail & Correspondence:** Open, sort and distribute incoming mail and prepare outgoing mail for collection. Process incoming mail in line with required processes. Production of standard service letters utilising editable letter templates on RiO.
- **Scanning & Uploading:** Scanning and uploading of client documentation and correspondence to RiO.

- **Stationery:** Maintaining stocks of leaflets, appointment cards, copy paper etc., ensuring that booklets and leaflets in the Reception Area are well stocked and up-to-date. Act as the co-ordinator in arranging reproduction of service documentation, liaising with colleagues and third parties alike.
- **Service Inquiries:** Assist and respond to colleague inquiries efficiently and effectively.
- **Building:** Act as the liaison point between the Service and Estates Team relating to building matters.
- **Client Feedback:** Process feedback forms received in line with required processes.
- **Additional Duties:** Any other duties within the scope and purpose of the role, as required by the Business Support Officer or Operational Manager.

Health & Safety:

- Ensure that a safe working environment is maintained at all times and be proactive in reporting any identified Health & Safety issues.

Training & Development:

- Identify own training and personal development needs in partnership with the Line Manager and in conjunction with the Performance and Development Review Scheme.

Competencies

All Manx Care colleagues are expected to recognise that the everyday business of the Organisation requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of Manx Care, the role holder represents the organisation in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Care Group and the work that it seeks to achieve.

The job holder reports to the Business Support Officer.

The Business Support Officer, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- Review and assessment of the job holder's performance and competency/behaviours is made, and
- Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect future requirements.

Health & Safety

The role holder is responsible for their own health and safety and the impact of their actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within Manx Care has been granted by the Chief Officer as follows:

All Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

Competency Levels For This Post Are:

Leading and Working Together	Level 1
Communicating and Influencing	Level 1
Achieving Results	Level 1
Delivering a Quality Service	Level 1
Changing and Learning	Level 1
Showing Commitment and Resilience	Level 1



**Manx Care
Person Specification**

Job Title:	Receptionist / Administrative Assistant - Community Wellbeing Service
Board:	Manx Care
Care Group:	Integrated Mental Health Services
Grade:	Administrative Assistant (AA) / Pay Band 2

Attributes	Essential (E) or Desirable (D)	Method of Assessment
<p>Credibility</p> <ul style="list-style-type: none"> ○ No formal qualifications are required for this role. ○ Possess basic clerical and communication skills. 	E	CV
<p>Capability</p> <ul style="list-style-type: none"> ○ Experience of working in a busy office environment. ○ Knowledge of confidentiality, security awareness and GDPR. ○ Experience of working in a confidential environment and dealing with sensitive issues. ○ Competent computer skills including effective use of Microsoft Office packages. ○ Knowledge of the Integrated Mental Health Service. ○ Working knowledge of the Integrated Mental Health Service's client information system (RiO). 	D E D E D D	CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview
<p>Character</p> <ul style="list-style-type: none"> ○ Good oral and written communication skills. Ability to communicate effectively with people at all levels with confidence, tact and diplomacy. ○ Good organisational and time management skills. Ability to work effectively as part of a small administration team. ○ Ability to pay attention to detail and to work accurately. ○ Good telephone manner. 	E E E E	CV/Interview CV/Interview CV/Interview Interview

<ul style="list-style-type: none"> ○ Calm under pressure. ○ Friendly and confident approach. ○ Reliable and self-motivated with flexible approach. 	E	Interview
<p>CARE</p> <ul style="list-style-type: none"> ○ Excellent inter-personal skills, respectful and professional approach with colleagues and clients. ○ Innovative and embraces change. ○ Conscientious and proactive approach to achieve and maintain excellent standards. 	E	Interview
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> ○ Satisfactory Police Check. ○ Isle of Man Worker. 	E	Pre Employment Checks
	D	Application