

ROLE PROFILE
Mental Health Administrator Support 

**ROLE PROFILE**



**POST:**

## Mental Health Administrator Support

## SALARY:

## £11.94 per hour

## LOCATION:

Warrington Youth Zone, Dallam Lane, Warrington

**REPORTING TO:**

## Mental Health Lead

## CONTRACT:

## 12-month fixed term until April 2025; Monday – Sunday flexible working hours 16 hours per week

**BENEFITS:**

* Pension contribution of 3% once the earnings threshold is reached.
* Part time roles will receive pro-rata allocated annual leave based on 33 days FTE Including Bank Holidays).
* Hourly staff - annual leave will be calculated at 14% of hours worked on a rolling basis.

**THE ROLE**

The Mental Health Administrator Support is a vital role and will support the running of the Mental Health & Wellbeing offer at Warrington Youth Zone. You will be a key part of the Mental Health & Wellbeing team who work with young people on a 1-2-1 and group basis helping to address the needs of the young people.

The role requires you to provide robust, accurate and timely administration support to the Mental Health Lead to ensure the smooth running of the programme and administration process. Duties will include but are not limited to salesforce, spreadsheets, resource gathering, promotion of the service and reports.

This post involves a commitment to the completion of all relevant paperwork, reports and recording processes ensuring they are both accurate and timely.

# GENERAL INFORMATION

## These Mental Health Support Worker positions are Fixed term until April 2025.

## There will be Monday – Sunday flexible working hours 16 hours per week.

## This will mean working flexibly across the week, to suit the needs of both the role and the individual.

# APPLICATION PROCESS

Internal applicants – To apply please request an internal application form.

External applicants – To apply, please complete the application form and return to: recruitment@wyz.org.uk

In addition, please do let us know of any reasonable adjustments we can make to assist you in your application or the selection process.

**In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS check**

| **KEY RESPONSIBILITIES**  |
| --- |
| * Administration of the Youth In Mind programme and reporting to the NHS Mersey Care MHSTDS (Mental Health Services Data Set) standards
 |
| * To support the Youth In Mind team by auditing record keeping within Salesforce for documenting and uploading all case notes from interactions with young people on the programme
 |
| * Analysis of data for identification of themes from interactions with young people, forming statistics and infographics demonstrating findings
 |
| * Maintenance of monthly reporting dashboards
 |
| * Commit to a culture of continuous improvement
 |
| * Work within the framework of Warrington Youth Zone and Onside.
 |
| * To actively promote Warrington Youth Zone and positively contribute towards increasing Warrington Youth Zones memberships.
 |
| * To ensure that sessions are recorded in an accurate and timely way on in-house systems.
 |
| * Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct, health and safety and equality and diversity to make sure all activities are accessible.
 |
| * To champion our Values, challenging any negative and discriminatory behaviours
 |
| * To ensure that work practice and delivery operates within Every Child Matters outcomes, Safeguarding policies, and Health and Safety policies.
 |
| * To attend and participate in regular team meetings and undertake training and/or additional qualifications as required.
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| * To undertake any other work requested by your line manager.
 |
| * To support promotion of Warrington Youth Zone and the programmes ran with specific focus on our mental health offer.
 |
| * To support the Mental Health Lead with any administrative processes as required.
 |
| * Take personal responsibility for your actions.
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# PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, abilities and attributes listed.

| **SELECTION CRITERIA** | **REQUIREMENT** |
| --- | --- |
| **EXPERIENCE** |  |
| Administration and customer service experience | Essential |
| Proficient use of IT programmes such as Microsoft packages data bases systems and IT management software | Essential |
| Excellent planning and organisational skills will the ability to use initiative and achieve set outcomes | Essential |
| Experience of working with the general public | Essential |
| Experience of working with young people  | Desirable |
| **SKILLS, KNOWLEDGE AND ATTRIBUTES** |  |
| Ability to hold confidential information and work towards a high threshold of confidentiality | Essential |
|  Knowledge of computers and relevant software such as Microsoft packages  | Essential |
| A commitment to inclusive practices and equality of opportunity for all | Essential |
| Excellent communication and interpersonal skills | Essential |
| Attention to detail, be thorough and organised.  | Essential  |
| Initiative and ability make decisions under pressure | Essential |
| Self-motivation to work set deadlines to meet project targets and reporting deadlines | Essential |
| Ability to analyse data, identify themes and produce statistics  | Essential |
| **QUALIFICATIONS AND TRAINING** |  |
| Relevant experience working with young people | Essential |
| GCSE in Maths in English or equivalent  | Essential |
| Evidence of interest in ongoing professional development(for example, Safeguarding, Health & Safety, Project Management) | Essential |
| Willingness to undertake further training as required | Essential |
| **SPECIAL REQUIREMENTS** |  |
| A willingness to work unsociable hours (evenings until 7.45pm) | Essential |
| Be willing to learn new essential systems  | Essential |
| A willingness to cover events, holidays and staff absence  | Essential |
| DBS clearance and committed to Safeguarding children | Essential |