

HARTLEPOOL AND EAST DURHAM MIND

JOB DESCRIPTION

Post Title: TRAINEE ADMINISTRATION ASSISTANT
Responsible to: PROJECT LEAD
Accountable to: H&ED MIND (Registered Charity)

Hartlepool & East Durham is committed to a community, social, context based & trauma informed approach to working with individuals & groups experiencing distress & challenge. We believe in developing a full understanding of the complex causes of distress & in working in a person-centred way, collaboratively, to support practical & positive change.

CONTEXT

The person we are hoping to find will work within a small team at Hartlepool and East Durham Mind. The role is to support the Project Lead and other administrators in the team in providing a wide range of administrative support within a busy office environment.

JOB ROLE & PURPOSE

This team member will work within the Hartlepool and East Durham Mind team, providing excellent administrative skills and support for each of the projects being delivered within the service. To work alongside Peer volunteers and offer support and assistance required for the delivery of Mutual Aid groups.

MAIN DUTIES AND RESPONSIBILITIES

1. TECHNICAL

- 1.1. Support QMS by seeking to continuously improve the service.
- 1.2. Support the Environmental Management System (EMS), in order to take steps to improve the organisation's carbon footprint.
- 1.3. Providing administrative support to the Hartlepool Mind team
- 1.4. Maintaining and updating filing systems
- 1.5. Arranging appointments and meetings
- 1.6. Organising diaries
- 1.7. Organising events, courses and staff training
- 1.8. Providing administrative support at meetings
- 1.9. Providing monthly and quarterly monitoring information
- 1.10. Supporting the Finance Officer in their duties
- 1.11. Setting up and maintaining databases (using Microsoft Access and Excel)
- 1.12. Producing publicity material using Publisher (Desktop Publishing) and Word
- 1.13. General reception duties
- 1.14. Being first point of contact for clients and professionals
- 1.15. Processing incoming and outgoing post
- 1.16. Ordering stationery
- 1.17. Providing cover for colleagues on annual and sick leave
- 1.18. Inputting data for projects
- 1.19. Liaising with external organisations regarding projects
- 1.20. Any other duties required by this post

- 1.21. Maintaining and updating filing systems.
- 1.22. Arranging appointments and meetings.
- 1.23. Organising diaries.
- 1.24. Organising events, courses and staff training including travel arrangements.
- 1.25. Being first point of contact for clients and professionals.
- 1.26. Processing incoming and outgoing post.
- 1.27. Aware of and fulfil all requirements in respect of Information Governance (IG)
- 1.28. Providing support in the delivery of Mutual Aid Groups.

2. PROFESSIONAL

- 2.1. Ensure the maintenance of standards of practice and keep up to date on any new recommendations/guidelines
- 2.2. Ensure that client confidentiality is protected
- 2.3. Be aware of, and keep up to date with research regarding mental health and wellbeing
- 2.4. Attend team meetings, training and conferences appropriate to this post
- 2.5. Attend supervision on a regular basis as agreed with your line Manager
- 2.6. Participate in individual performance review and respond to agreed objectives
- 2.7. Participate in a range of individual and collective evaluation processes including observations
- 2.8. Keep up-to-date records in relation to CPD

3. GENERAL

- 3.1. To speak openly and honestly about your work, approach and experience to help yourself, team and organisation move forward responsibly
- 3.2. To contribute to the development of a brilliant atmosphere, sense of shared goals and creating best practice within and without the organisation
- 3.3. To maintain up to date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care services
- 3.4. Take appropriate responsibility for your own health and safety and the health and safety of colleagues, and those engaged in, or connected to, your work, that of the team and of the organisation
- 3.5. Comply with Data Protection Act (2018) GDPR (2016) and security and confidentiality policies within your work and the organisation
- 3.6. It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties

It is impossible to write down every task or activity that you may be required to do or be involved in. There will be times when more is required and the job is likely to evolve to include new tasks. All of the above are intended to draw a broad picture of what we would need and want you to do. Please be prepared to discuss, challenge and extend your activity within the context of your team if you believe that we can do better, and in the pursuit of the best possible shared results!