



Administration and Data Entry Officer Job Description

Reporting to: Data and Administration Lead

Hours: 37.5 hours per week

Salary: £19,529.41 pro rata per annum

About the Organisation

The Living Well Consortium is a network of third sector organisations working to improve the mental health and wider well-being of local people, especially those who are most in need, through the provision of high quality, responsive and specialist services and initiatives. We currently have 30 members.

We have been successful in securing contracts with all the three Birmingham CCGs to develop and deliver new approaches to psychological support to people in the community in Birmingham, under the Improving Access to Psychological Therapies (IAPT) programme.

We aim to position the Consortium to be able to take a leading role in the design and delivery of mental health and wellbeing services in Birmingham, and to enable voluntary sector organisations to work together to respond to the current funding challenges in the health and charitable sectors.

Overall purpose of the role

To receive referrals from clients directly (self-referrals), GPs and other health or care professionals and book client appointments for Mental Health assessments and Mental Health treatments. To efficiently collect and accurately record data and enter it into the Data System. Ensuring the referral process is efficient, transparent and user friendly for the client, and seamless and well recorded for the organisation.

Key duties and Responsibilities

- Receive, monitor and proceed with referrals received via email, phone, live chat and in person.
- Schedule patients for Assessment and Treatment appointments
- Deliver administrative functions such as letter-writing, uploading and posting documents/letters and other administrative roles as agreed.
- Enter data on agreed data systems
- Complete administration work connected with contract data collection – e.g. running reports or providing snapshot data
- Take phone calls from GPs, patients and stakeholders and refer all accordingly.
- Devise and post letters for (but not restricted to) clients, client representatives, or referral sources and ensure all are filed securely.
- Maintain and develop efficient filing systems.

- Maintain data entry requirements by following data programme techniques and procedures.
- Verify entered client data by reviewing, correcting, deleting, or re-entering data; cross referencing data from multiple systems when account information is incomplete; purging files to eliminate duplication of data.
- Test system changes and upgrades by inputting new data; reviewing output.
- Secure information by completing data base backups
- Maintain operations by following policies and procedures; reporting needed changes.
- Maintain client confidence and protect operations by keeping information confidential.
- The development and administration of other LWC processes
- General Administrative duties
- Training in specific database data entry will be given
- Undertake any other duties that commensurate with the role

Person specification

- Understanding of data entry, extraction and quality management in an office environment
- Understanding of health inequalities and their effects on mental health and wellbeing
- Understanding of Equality, Diversity and Anti-Discriminatory Practice
- Willingness to gain on the job knowledge of key mental health legislation and key policy initiatives
- Willingness to gain on the job knowledge of monitoring and evaluation tools used in health promotion programmes
- Excellent organisational skills
- Attention to detail
- Effective time and workload management
- Confident communicator at all levels
- Good written and verbal communication skills
- Ability to operate independently with minimal supervision
- Ability to work as part of a team
- Good understanding of MS office applications, particularly Word, Excel, Outlook, and PowerPoint
- Sensitivity in handling telephone calls and supporting clients to clarify their needs and requirements
- Ability to motivate self and others
- Positive and energetic approach to work
- High level of integrity and understanding of confidentiality and discretion
- Empathy with the aims and values of the organisation
- Commitment to continuous improvement including own professional development.
- Commitment to principles of Equal Opportunities



Statement:

This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.

The information being handled by employees of Living Well Consortium is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Policy including possible dismissal. In the case of computerised information, could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Employees must take reasonable care and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Living Well Consortium is committed to Equal Opportunities in Employment and therefore it is the aim of Living Well UK to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

Living Well Consortium is responsible under the existing equality and diversity legislation to ensure equality issues are promoted and you are expected to work with Living Well Consortium to fulfil these obligations, Living Well Consortium policies and codes of good practice.

Due to the nature of this post it is subject to a Disclosure and Barring Service (DBS), criminal records check.

Living Well Consortium is committed to the full inclusion of all qualified individuals. As part of this commitment, Living Well Consortium will ensure that persons with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, please contact us via email on Mabel.Newman@livingwellconsortium.com or call on 0121 663 1254.

Living Well Consortium

