

**Therapy Services Administrator**

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| **Criteria** | **Essential** | **Desirable** | **Assessed** |
| **Qualifications/**  **Experience** | Maths and English GCSE at grades C or above (or equivalent qualification).  At least two years’ experience of providing administration support.  Evidence of continuous professional development.  Experience of preparing data for reports. | Experience of working in therapy/mental health support services.  Experience of working in an IAPT service. | Application/interview/  documents |
| **Skills and Abilities** | High quality ICT skills and proficiency especially in the use of Microsoft Office.  Demonstrable experience of using database systems for record keeping and the management of data.  Demonstrable ability to communicate with a wide range of people.  Excellent verbal and written communication and negotiation skills.  Experience of collating data and preparing reports.  Very well organised, able to prioritise and plan own work and work to meet deadlines.  Ability to deal with external enquiries, which may at times be of a distressing nature. | The ability to build and maintain relationships with health professionals, social workers and the general public.  Have experience of working within social and health care services. | Application/Interview |
| **Knowledge** | Understanding of, and demonstrable commitment to, ensuring equal opportunity.  An understanding of Equality and Diversity duties in the workplace.  A robust understanding of confidentiality. | A robust understanding of Safeguarding.  A good knowledge of agencies, organisations and professionals with a Greater Manchester remit.  Knowledge and understanding of mental health issues.  Knowledge of structure of community care, health and voluntary sector.  Knowledge of statutory services. | Application/Interview |
| **Values and Personal attributes** | A commitment to Gaddum Centre values.  A commitment to equality and diversity.  A non-judgemental attitude.  Flexible and positive work ethic.  The post holder must display integrity, honesty and good judgement.  A team player, working well to support colleagues in delivering a high quality service. | Knowledge of Gaddum Centre and its services. | Application/Interview |
| **Other Requirement** | Ability to travel independently as required by the role.  Flexible approach to working hours and ability to work unsociable hours (evenings and weekends) to meet the needs of the service. | Use of own car. | Application/Interview |