

Job Description and Person Specification

Job Title: Administrator

Reports To: Head of Reception and Administration

Purpose

To provide excellent administrative support to the work of IHCA (Independent Health Complaints Advocacy) caseworker.

Responsibilities

- Managing the IHCA telephone helpline and incoming enquiries and referrals.
- Triaging and processing referrals and enquiries to IHCA service.
- Referring clients who require complaints advocacy to IHCA caseworker.
- Providing information and signposting where complaints advocacy not required.
- Setting up new clients using our case management system.
- Arranging appointments for clients to meet IHCA caseworker.
- Maintaining a waiting list of clients referred to IHCA service.
- Preparing correspondence and documents for IHCA caseworker as instructed.
- To adhere to systems for the provision of administrative support for all work undertaken by the team and for maintaining positive relationships with third parties including clients and external agencies.
- To provide an excellent client focused service.
- To keep and maintain records or databases as requested.
- To support the provision of an excellent standard of client care by ensuring files are maintained in accordance with office procedures, filing and record keeping is kept up to date and files are maintained to a high standard
- Liaising with third parties by letter and telephone to ensure efficient progression of the work undertaken by the team.
- Adhere to policies laid down by the Law Centre in relation to administration and file management and maintenance.
- To provide support with organising minutes, diary planning and taking minutes where appropriate.
- Adopt a flexible, responsive and problem-solving approach to team members, clients and prospective clients.
- Support activities to promote and publicise the IHCA service as instructed.
- Other general admin tasks as required by caseworker and the Team Head.

General

- To demonstrate commitment to the aims, values, principles and policies of the Law Centre.
- To abide by policies and procedures as set out in the Office Manual and Staff Handbook.
- To attend staff meetings and external meetings and seminars when necessary.
- To contribute towards the effective daily running of the Law Centre.
- Any other task reasonably required within the context of this post.

Person Specification

Essential

- Excellent people skills with a demonstrable commitment to social justice and the ability to work sympathetically and effectively with a wide variety of clients.
- Commitment to and understanding of the aims and objectives of the Law Centre.
- The ability to communicate effectively and sensitively.
- A non-judgemental attitude.
- An understanding of the importance of confidentiality.
- Experience of using IT systems including Microsoft Word, Excel and Outlook.
- Excellent oral and written communication skills.
- A good standard of typing skills and/or using speech recognition systems.
- Experience of maintaining administrative and filing systems to a good standard.
- Excellent organisational skills, including the ability to prioritise multiple tasks and provide realistic timescales for completion, to ensure that key deadlines are met, and to work effectively when under time pressure.
- The ability to learn quickly and develop new skills.
- Ability to get on with people and be polite under pressure and to work co-operatively as part of a team.
- Self-motivated, able to work independently and on own initiative and able to organise workload.

Desirable

- Experience of working with the public and in a busy and demanding environment.
- Knowledge of health care systems and services.
- Knowledge and experience of complaints processes.
- Experience of providing support to challenging clients.
- Experience of using a case management system.
- Ability to solve problems – before and after they occur.

Signed

Dated