

Job Description

Job Title	Administration Assistant (Services)
Line Manager	SCI Nurse Lead
Department	Services
Location	SIA House, Milton Keynes with hybrid working available
Salary, hours & benefits • Salary: £25,750 per annum • Fixed term contract, 12 months maternity cover • Hours: 35 hours per week Monday – Friday. Hybrid working is available. • Annual leave: 28 days per holiday year plus bank holidays, increasing to 30 days after two years of service (pro-rated for part-time employees) • Access to Group pension scheme (6% employer contribution) • Access to Group life assurance scheme • Access to Healthcare cash plan • Access to discounted gym membership • Access to Employee assistance programme (EAP) • Employee volunteer days • Free car parking at SIA House • Investing in our people – all members of staff are encouraged to discuss their development plans and aspirations with their line manager. A budget is available for talent development.	
Purpose Working as part of the Health & Care Quality team, the Admin Assistant will support the clinical team (including nurses, therapists and counsellors) with administrative and organisational duties.	
Duties & responsibilities • Manage all referrals from centralised inbox, prioritising and forwarding referrals to the relevant team member, or to direct enquiries to more appropriate services if necessary. • Assess need of each referral and discuss with 'on call' nurse/counsellor if it appears urgent or guidance required to establish need. • Ensure all relevant service user information is available. Calls sometimes required to establish this. • Input into database (CRM). Ensure information remains updated and relevant. • Refer to appropriate nurse/therapist / counsellor according to region. • Overview that referrals are responded to in a timely manner. • Manage the Counselling referrals on the CRM including adding clients, updating status and setting up respective client files on the public drive. • Contact those waiting to access SIA's counselling service as required, to reassess need and inform of offers or initiatives. • To liaise between the team and referrers to arrange face-to-face visits as required. • Admin support with stock level, ordering and distribution of leaflets, booklets, emergency medical cards. • Arrange and minute internal meetings and training sessions.	

- Assist team as and when required with CRM or administrative tasks.
- Support with booking appointments and completing admin part of Essential Care Passports (ECP).
- Handling queries from clients and rearranging appointments when necessary
- Triage mental health referrals, including completion of wellbeing assessments and check in for members on waiting list.
- To work closely with other teams within SIA as required.
- To continue to develop own competence through the use of a personal continuing professional development plan, and maintain up to date knowledge of resources, services, policies.
- To observe strict and complete confidentiality regarding information obtained during work.
- To ensure that the integrity of service user data captured during the course of service delivery is not compromised, and that all data is collected/stored/used in accordance with the principles set out in the Data Protection Act 1998.
- To be sympathetic to service user beliefs, feelings and preferences whilst remaining a neutral third party, focussing at all times on assisting the service user.

Reporting & Line Management

- To report to the SCI Nurse lead on all aspects of work and engage in line management supervision and performance appraisal as required.
- To maintain records and produce statistics of referrals to the Health and Care Quality Service for monitoring, evaluation and development purposes, and to provide written reports, statistics and information related to activity as may be required.
- To undertake relevant statutory and personal development training necessary to the achievement of agreed targets.
- To participate in and actively contribute to Departmental meetings.
- To carry out any other tasks within the scope of the post as defined by the senior nurse lead, counselling and wellbeing manager and/or the head of services.

Person Specification	Details	
Job Title:	Admin Assistant (Services)	
Knowledge, skills & experience	Essential	Desirable
Worked in an Administrative role for 2 years	X	
Experience of, or interest in, disability		X
Excellent organisational skills with comprehensive experience in an administration role	X	
Excellent IT skills, including good knowledge of MS office, PowerPoint and use of databases.	X	
Is highly motivated, flexible and able to work as part of a team	X	
Ability to manage and prioritise a varied and busy workload		X
Willingness to be proactive in the job and act on own initiative where appropriate		X
Strong literacy and numeracy skills	X	
Ability to communicate effectively and professionally, both verbally and in writing at all levels.	X	
Solution orientated, with the confidence to persuade and challenge positively		X
Methodical, taking a pride in accuracy	X	
Ability to maintain confidences and operate with integrity at all times	X	
Willingness to take on new projects and develop new skills.	X	
General		
Commitment to the importance of this role and to SIA's core values.	X	
Commitment to equal opportunities and valuing equality, diversity, and inclusion.	X	
Understanding of and/or lived experience of living or working with spinal cord injury.		X
Knowledge of and/or working experience in the UK voluntary sector, in particular disability charities.		X