

## **Initial Contact Team Administrator – Job Description**

**Job Title:** Initial Contact Team Administrator

**Hours:** from 15hrs to 18hrs per week during daytime office hours.

The Initial Contact Team working hours are 9am – 8.00pm Monday, Tuesday, Wednesday, Thursday. 9.00am – 5.00pm Friday.

**Wage:** £17,000 - £17,500 per annum (pro rata)

**Holidays:** 25 days per annum plus bank holidays (pro rata)

**Reporting to:** Initial Contact Team Leader

**Location:** Home working due to Covid and Visyon base, Fellowship House, Park Road, Congleton, Cheshire

### **Visyon purpose:**

Visyon supports the emotional health and well-being of children, young people and their families through the provision of a range of services, including one-to-one counselling, group work, mentoring and family support work.

### **Visyon values:**

Compassionate, supportive, effective, non-judgemental, creative, passionate

### **Purpose of the job:**

The role is at the forefront of Visyon services. You will be providing the first point of contact for the public, clients and professionals visiting or contacting the service by telephone, in person or through written communications. Responsible for conducting telephone screening, taking client referrals and making initial assessments of need and risk. Carrying out initial required safeguarding and risk actions appropriate to the role with the utmost sensitivity and confidentiality.

### **Duties**

1. Act as the first point of contact for members of the public, clients and professionals visiting or contacting the service in person, by telephone or through written communications, ensuring a professional, helpful and sensitive response at all times
2. Taking referral phone calls for clients and families and inputting the referral information onto a Visyon database. Providing signposting and safety information to potentially distressed clients and families if required and offering open access appointments.
3. Required to actively use the Visyon client database to support the delivery teams and client/families enquiries. To complete weekly case management & Safeguarding actions updating the Visyon databases and client waiting lists.

4. To manage counsellor availability and to offer available appointments to appropriate clients by following case management/ safeguarding actions.
5. To review each counselling waiting list on a monthly basis to ensure all referrals have had the appropriate action taken and carried out. To report to the Therapeutic client manager/ Initial contact Team Leader
6. Ensure all contact with Visyon is dealt with sensitively and efficiently, adhering to robust recording systems, safeguarding policies and internal GDPR processes.
7. Working in partnership with other members of the Initial Contact team, ensuring regular and effective handovers and taking responsibility for task completion.
8. Provide effective communication to staff, volunteers, clients, professionals and other stakeholders ensuring timely and accurate transmission of information, in the context of Visyon's responsibilities around data protection and confidentiality
9. Working flexibly using a solution focus approach to problem solving and adapt to changes in service delivery, client's needs and challenges which may arise from day to day.
10. To complete weekly health & safety checks at the Visyon Congleton Base by checking fire and panic alarms. To check emergency lighting and any potential hazards. Updating the required health and safety spreadsheet and report to the Business Support and Wellbeing Manager.
11. Be familiar with and follow health and safety policy and procedures and be aware of individual responsibilities under legislation, drawing any areas of potential risk to the attention of managers
12. Take responsibility for the ordering of resources as required and ensuring proper authorisation procedures are followed. Ensuring deliveries are recorded and distributed to the appropriate individual, maintaining the goods in a secure fashion.
13. Provide occasional administrative cover across other Visyon bases.
14. Provide routine administrative support to Visyon's Senior Management Team.
15. Undertake any other duty, which is appropriate to the job, when requested by the line manager and the Senior Management Team.

## **Other Information**

1. The jobholder will need to be prepared to travel within the area of work as required.
2. Travel expenses for authorised use of own vehicle will be paid at an agreed rate. Train (second class) and bus fares incurred for business travel will be reimbursed.