



## Hampshire Psychological Therapies Service

### JOB DESCRIPTION

<b>Job Title:</b>	<b>italk Data Entry Assistant (employed by Solent Mind)</b>
<b>Reports to:</b>	<b>TARC Co-Ordinator</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Key Relationships:</b>	<b>IAPT Step 2 Team, IAPT Step 3 Team, GP Surgery Reception Teams, other External Agency Administration Teams.</b>
<b>Location:</b>	<b>Black Horse House, Eastleigh (West Hub)</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Salary:</b>	<b>£17,569 - £18,921 per annum (SM PP 14-17)</b>
<b>Purpose:</b>	<b>To be an integral member of the TARC (Telephone &amp; Referral Centre) team by being responsible for inputting referrals onto the IAPTus Patient Management System which is the first step towards managing the italk Referral System.</b>

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#### Main Responsibilities

This is a high level role within the busy TARC team. The employee will be expected to work well under the demands of constant incoming patient referrals from numerous referral routes such as GPs, Community Mental Health Teams (CMHTs), Crisis Teams, self-referrals via the italk website, SilverCloud and specific mental health services in Hampshire. It is a requirement that all referrals are input into our patient management system IAPTus within 24 hours of receipt. This role will involve working closely with the TARC and the Senior Clinical Team in order to maintain a seamless referral system.

The other responsibility will be to answer the phone and book appointments for patients to help support the Patient Contact Officers when required.

#### Data Entry Duties

- To receive, input and flag when necessary all incoming patient referrals via fax, email, post and website referrals. Work must be accurate, therefore a high attention to detail is essential.
- To be aware of any risk issues to identify to the Senior Clinical Team after reviewing all incoming referrals and action as appropriate within italk-specific guidelines. To send Screening referral requests to the appropriate Clinical Team member and to monitor that these have been followed up and actioned. To use own initiative, skills and knowledge to identify risk and action appropriately.

- To liaise confidently with GP Surgeries and CMHT staff when appropriate in regards to missing patient information, information-gathering if directed from the Senior Clinical Team and to ensure the Referral System is at its best potential at all times by problem-solving with the Reception Teams of both agencies.
- To understand the importance of confidentiality when dealing with sensitive patient information on a daily basis and to abide by and acknowledge the italk Confidentiality procedures in place. Ensure that processes and guidelines are adhered to at all times to avoid errors.
- Adhere to information governance guidelines to manage, store and treat patient records appropriately.
- To work within particular timeframes to ensure that referrals are inputted on a priority basis and to ensure the daily intake of referrals are inputted onto the IAPTus Patient Management System within 24 hours of receipt.
- To work closely with the TARC to provide a seamless Referral System in line with speaking to patients, booking appointments and communicating with the Team on progress of inputting referrals.
- Training staff one-on-one when applicable on how to input a referral onto the IAPTus Patient Management System and process or to provide appropriate guidance on this procedure for them to follow in the absence of a training session.
- To attend monthly meetings with clinical staff to discuss process changes and capacity relating to our computerised CBT tool SilverCloud.
- To keep up-to-date with current italk processes via internal email Bulletins or direct group meetings and be able to handle fast-paced process changes. To maintain a high level of knowledge in relation to screening criteria and suitability for the service.
- To contribute and action new development ideas within the italk Referral System and other administrative systems used by the TARC in order to keep improving the Administration and Office procedures.
- To attend monthly Team meetings to discuss progress, difficulties and future planning in regards to the italk Referral System.

### **Other Duties – when required**

- To answer the busy main telephone, speaking to a high volume of patients, booking them in for appointments, referring calls on as appropriate, taking messages, which need to be screened for risk, and recording all contact on the IAPTus Patient Management System with high levels of accuracy.
- To understand confidentiality when dealing with sensitive patient information on a daily basis and to abide by the italk Confidentiality procedures in place. To understand some conversations may be difficult and to learn appropriately screen referrals and deal appropriately with high levels of risk.
- To carry out all duties in line with contractual obligations and targets.

### **General**

- To uphold the aims and values of Solent Mind.
- To contribute to the ongoing development of the service and to best practice.

- To work within Solent Mind policies and procedures.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both mental health and the Primary Care Services.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current Data Protection legislation and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

**This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind.**



## Solent Mind - Person Specification

**Job Title: italk Data Entry Assistant**

**Location: Black Horse House, Eastleigh**

Requirement	Essential or Desirable
<p><b>Qualifications / Education / Training:</b></p> <p>Educated to NVQ Level 2 or equivalent and/or practical experience within relevant working environment.</p>	Essential
<p><b>Experience:</b></p> <p>Experience of working within a busy office environment.</p> <p>Professional telephone manner.</p> <p>Ability to communicate with people at all levels and from a range of backgrounds.</p> <p>An understanding of the needs of people with mental health problems and mental health issues.</p> <p>Experience of working with vulnerable people.</p> <p>Experience of working in an admin or secretarial role.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p>
<p><b>Knowledge / Skills / Competencies:</b></p> <p>Organising, prioritising and planning workload including multi-tasking, <i>e.g. talking on the phone while you are working on a computer.</i></p> <p>Good written and verbal communication skills, including good negotiation skills and able to speak up with confidence.</p> <p>Ability to work as part of a large staff team.</p> <p>Ability to problem solve.</p> <p>Ability to manage difficult situations with tact and empathy.</p> <p>Ability to manage 'risk' situations professionally and appropriately.</p> <p>Data input/retrieval experience on large database systems.</p> <p>A high level of attention to detail.</p> <p>Understanding of professional boundaries, particularly relating to safeguarding, confidentiality and data protection.</p> <p>An understanding of working to contractual targets under commissioned boundaries.</p> <p>Excellent IT Skills, including a working knowledge of Microsoft Office package, eg</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>

Requirement	Essential or Desirable
<p>Outlook and Excel, and an ability to learn complex systems quickly.</p> <p>Some understanding of the IAPT programme / IAPTus Patient Management System or equivalent.</p> <p>Good numeracy skills.</p>	<p>Desirable</p> <p>Desirable</p>
<p><b>Other:</b></p> <p>Ability to be flexible in responding to the changing needs of the service and work on own initiative.</p> <p>An understanding of and commitment to equal opportunities and anti-discriminatory practice.</p> <p>To attend any work related training.</p> <p>Flexibility to work different shifts between the hours of 8am and 8pm plus additional hours when needed to cover Administration staff holidays.</p> <p>Willingness to undergo a relevant DBS check if required</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

**Date job originated:** 27 May 2015  
**Date job reviewed:** December 2019  
**Reviewing Manager:** Clare Power



**DBS NOT REQUIRED FOR THIS POSITION**

Disclosure & Barring Service And Recruitment Of New Staff