

Date: 7 March 2019

Tel: 023 8202 7810

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Dear Applicant

Thank you for your interest in the post of **Administrator, Advocacy – ref: AAAMar19**

I enclose the following documents:

- ◆ Application Form *(please download by clicking link on the job vacancy page on our website)*
- ◆ Job Description
- ◆ Person Specification
- ◆ Diversity Statement
- ◆ Solent Mind Annual Report 2017/2018  
*(please view or download from About Us/Annual Reports and Accounts page on our website)*

For more information on this role please email Sarah Byrne, Head of Advocacy Service at [sbyrne@solentmind.org.uk](mailto:sbyrne@solentmind.org.uk).

The closing date for receipt of completed applications is Before 12.00am Tuesday 21 March 2019

Interview Date to be confirmed

Good luck with your application.

Yours sincerely

WENDY KENNARD  
HR & OFFICE CO-ORDINATOR  
SOLENT MIND

*Enc*



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Registered Office: 15-16 The Avenue, Southampton, Hampshire, SO17 1XF  
Charity Registered No: 1081115 Registered with Limited Liability in England and Wales No: 4004500

## **Solent Mind - Job Description**

**Job Title: Administrator, Advocacy**

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**Purpose:**

To work with the advocacy team to process referrals, take enquiries, provide day to day administrative support and ensure data is recorded and managed according to tight deadlines.

**Reports to:** Head of Service/Advocacy Service Managers

**Direct Reports:** None

**Key Relationships:** Head of Service, Advocacy Service Managers, Advocates, volunteers, Solent Mind admin staff, employees based at offices, advocacy partner agencies.

**Location:** Southampton – 28 The Avenue

**Hours:** 20 hours a week (Monday to Friday 1pm to 5pm)

**Salary:** £15,446 - £16,636 pro rata per annum (SM PP 10-13)

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### **Main responsibilities**

- Contribute to the day to day running of the Advocacy office ensuring phone and email cover for referrals and enquiries
- Receiving and checking referrals, inputting data and responding to referrals in a timely and professional manner
- Liaising with the Advocacy Service Managers regarding allocation of referrals
- Use the IT case recording system to ensure all information is up to date.
- Support the administration tasks for advocates – e.g. organising paperwork, documents.
- Undertake specific tasks as requested by Head of Service or Advocacy Service Managers

## **General**

- To contribute to the ongoing development of the service and to ensure best practice
- Work within Solent Mind policies and procedures
- 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

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:** Administrator, Advocacy

**Location:** Southampton

Requirement	Essential or Desirable
<p><b>Qualifications / Education / Training:</b></p> <p>Qualified to a level 2 standard or higher or equivalent and/or practical experience within relevant working environment</p>	<p>Essential</p>
<p><b>Experience</b></p> <p>An understanding of the needs of people with mental health problems and mental health issues</p> <p>Experience of administration processes</p> <p>Experience of working in mental health</p> <p>Experience of working in a busy office environment</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>
<p><b>Knowledge/Skills/Competencies</b></p> <p>Ability to develop effective relationships with a range of stakeholders at different levels</p> <p>Good written and verbal communication skills, including ability to speak up with confidence</p> <p>Excellent planning &amp; organisation skills</p> <p>Good prioritisation skills</p> <p>Ability to use initiative and manage own caseload</p> <p>Good computer skills and the ability to use computer based information systems and good understanding of databases</p> <p>Ability to work under pressure within tight time boundaries</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Requirement	Essential or Desirable
A flexible and proactive approach to own professional development and a willingness to learn	Essential
<p><b>Other:</b></p> <p>Ability to be flexible and work on own initiative</p> <p>Commitment to Solent Mind's values</p> <p>Commitment to Solent Mind's Equal Opportunities and Diversity policies.</p> <p>Willingness to undergo an enhanced &amp; barred DBS check when relevant</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

<p><b>Date job originated: November 2018</b></p> <p><b>Date job reviewed: November 2018</b></p> <p><b>Reviewing manager: Sarah Byrne Head of Service</b></p>
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## **Diversity Statement**

Solent Mind has made the following key commitments:

- 1.** We will promote a culture which is positive about diversity and equality. All our staff and volunteers take full responsibility for this policy.
- 2.** We will challenge discrimination in our work and use complaints, disciplinary, and harassment policies to back up anti-discriminatory action.
- 3.** We will work supportively with organisations and groups established to promote quality and diversity, including Black & Minority Ethnic groups and anti-stigma initiatives.
- 4.** We will assess the diverse needs of all those who use and seek to use our services.
- 5.** We will provide individualised services which respond to those needs.
- 6.** We will seek to recruit a workforce that reflects the diversity of the communities that we serve, and ensure that prospective and current staff and volunteers are not disadvantaged in recruitment, training or career progression.
- 7.** We will carry out Equality Impact Assessments on our own policies, plans and service designs; and communicate with funders and other stakeholders over our respective Equality Impact Assessments.
- 8.** We will monitor our performance under this policy in the provision of our services and management of staff, and take steps to improve.
- 9.** We will ensure that our people are trained in diversity management and practice.