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JOB DESCRIPTION

JOB TITLE:	Admissions Tutor and Administration Assistant Recovery Education Centre
BAND:	Band 3
LOCATION:	Recovery Education Centre Administration Office, Hahnemann House, Bournemouth
ACCOUNTABLE TO:	Lead for Recovery and Social Inclusion, Dorset HealthCare University NHS Foundation Trust and Operations Manager, Dorset Mental Health Forum
LINE MANAGER:	Recovery Education Centre Co-ordinator, Dorset HealthCare University NHS Foundation Trust
KEY RELATIONSHIPS:	<p>The Recovery Education Centre is delivered in Partnership with the Dorset Mental Health Forum (as part of the Wellbeing and Recovery Partnership). The post holder whilst a Dorset HealthCare University NHS Foundation Trust employee will be working closely and in partnership with the Dorset Mental Health Forum.</p> <p>Wellbeing and Recovery Partnership Operational Management Group Recovery Education Centre Admissions Co-ordinator Recovery Education Centre Administrators and Admissions Tutors Peer Specialist Trainers NHS Trainers Students of the Recovery Education Centre Clinical teams 3rd Sector groups and Statutory organisations Venue staff</p>
HOURS OF WORK:	Opportunity for part and fulltime hours. The post holder may be required to work flexibly to meet the needs of the service.
JOB PURPOSE:	<p>To meet with students and provide support to complete Individual Learning Plans, including explaining to students what courses entail. Where required signpost to appropriate courses within the REC and to external organisations.</p> <p>To liaise with course trainers and with the REC Co-ordinator to ensure that any students identified learning needs are</p>

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effectively communicated.

To provide efficient administration services within the Recovery Education Centre.

To support the Recovery Education Centre staff with day to day administrative tasks such as typing of letters, course bookings, updating REC data base and uploading documents to the shared drive.

To answer Recovery Education Centre telephone and answer daily enquiries.

To liaise with other members of the Recovery Education Centre team and to organise and deliver an efficient office system to support the education centre.

To be able to effectively act as a host for online courses including supporting the trainers with technological set up and having a full understanding of REC procedures for escalating any concerns regarding student wellbeing.

MAIN DUTIES AND RESPONSIBILITIES:

1. KEY RESPONSIBILITIES:

- 1.1 To meet individual students, who may be staff, people who access services or carers, to complete the individual learning plans (ILPs) which consists of:
 - Supporting the person to identify their strengths
 - Work with the person to develop a personal support plan
 - Review a person's previous learning experience
 - Identifying any learning support required
 - Support them to identify their learning goals
 - To signpost people to other agencies and courses outside of the REC.
- 1.2 To maintain good communications and effective working relationships across all disciplines within hospital, community teams and other agencies, ensuring close links to benefit all students.
- 1.3 To communicate effectively with students regarding their needs and responsibilities when attending the REC, their learning goals, likely outcomes and move on plans, taking into consideration communication difficulties including cognitive differences and mood disturbance.
- 1.4 To effectively process student details and paperwork to ensure up to date student information is available to the team.
- 1.5 To communicate sensitive and unwelcome information, when necessary, in a

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sympathetic and supportive manner.

- 1.6 At times, to be comfortable listening to students who may discuss things that have been traumatic and currently distressing for them and to be able to support people to self-manage any distress during appointments.
- 1.7 To effectively communicate with REC Co-ordinator, Lead for Recovery Education and Lead for Recovery and Social Inclusion any concerns which arise about students and where necessary communicate with the student's clinical care team.
- 1.8 To be responsible for always representing the Trust and the Dorset Mental Health Forum in a professional manner.
- 1.9 To participate in line management supervision and reflective practice.

2. RESOURCES

- 2.1 To be responsible for ordering / obtaining stationery and other items as required by the REC Co-ordinator and the Lead for Recovery Education.
- 2.2 To undertake risk assessment of own working environment and deal with appropriately.

3. INFORMATION/DATA RESPONSIBILITIES

- 3.1 To maintain records for the Recovery Education Centre including computerised systems, databases and spreadsheets required by the service.
- 3.2 To help develop, organise and implement office systems that ensure Trust and Dorset Mental Health Forum standards are met and support efficient ways of working.

4. ENVIRONMENTAL

- 4.1 The post may require some lone working.
- 4.2 Working conditions will be office based with VDU usage.
- 4.3 Frequent requirement for sitting: word processing and inputting for majority of the working time.
- 4.4 Travel may be required to meetings, events and training.

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PERSON SPECIFICATION

1. Knowledge, skills and training		Essential	Desirable	Assessment method	Interview Score*
1.1	Literate	Yes		Application Form/ References	
1.2	Numerate	Yes		Application Form/ References	
1.3	Educated to GCSE level or equivalent experience	Yes		Certification/ previous work experience	
2. Job specific experience		Essential	Desirable	Assessment method	
2.1	Ability to work in a team	Yes		Application form/references/ interview	
2.2	Previous working in an educational, mental health setting, or care setting	Yes			
3 Information Technology		Essential	Desirable	Assessment method	
3.1	Demonstrable experience of using word processing, spreadsheet, database and presentation software	Yes		Application form/certification	
3.2	Experience using an electronic patient records system		Yes	Application/ previous experience	
4. Personal qualities/attributes		Essential	Desirable	Assessment method	
4.1	Lived experience of a mental health condition		Yes	Application form/ interview	
4.2	Understanding of the concept of personal recovery		Yes	Application form/ interview	
4.3	Professional manner when liaising with people who access services, carers, staff and others.	Yes		Interview/ references	
4.4	To be flexible in ways of working.	Yes		Interview/ Application	

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4.5	Ability to work on own initiative whilst being a team player	Yes		Interview/ application	
4.6	Good organisational skills and ability to organise own workload	Yes		Interview/ application/ references	
4.7	Ability to work within set timeframes	Yes		Interview/ application/ references	
4.8	Demonstrate empathy and understanding	Yes		Interview	
4.9	Understanding of confidentiality	Yes		Interview/ application	
4.10	Able to demonstrate and use own initiative	Yes		Interview/ application	
4.11	Ability to engage and encourage others to identify their strengths and personal qualities	Yes		Interview/ application	
7. Business travel		Essential	Desirable	Assessment method	Interview score*
7.1	Subject to the provisions of the Disability Discrimination Act, able to travel using own vehicle on Trust business.	Level 1*			
8. Additional requirements		Essential	Desirable		
8.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively	Yes			

Interview scoring:

- 3 Fully meets specification
- 2 Partially meets specification (minor training need)
- 1 Partially meets specification (major training need)
- 0 Does not meet specification

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Total score:

Maximum possible score:

Notes:

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.