**JOB DESCRIPTION**

**CHILDRENS AND JOINT COMMISSIONING**

**JOB TITLE:** Administrator/Receptionist

**DIVISION:** Substance Misuse Service

**GRADE:** Band 6

**RESPONSIBLE TO:** General Manager (Admin) (Substance Misuse)

**POST REFERENCE:**  107053

**Purpose of Post**

* + - To act as a first point of contact for service users and professionals contacting START (Supporting Treatment and Recovery Together), Hartlepool Substance Misuse Services, either via telephone, face-to-face and/or electronically.
    - To undertake administrative duties particularly around proactive data entry and submission on the National Drug Treatment Monitoring System (NDTMS) data submission to Public Health England. Providing reactive support to staff to compile statistical information required by internal and external partners.
    - Populating appointment systems and ensuring service users are reminded about appointments via letters, email and telephone calls.
    - Directing service users their families and carers as appropriate in order to facilitate access into substance misuse services across Hartlepool.
    - Posting out information for telephone callers on requests.
    - Taking messages and relaying contents/contact details in both written and verbal form to relevant staff in a timely manner.
    - To undertake basic admin support duties (e.g. photocopying, filing, post).
    - To input monitoring data into data management system, monitor data quality and produce reports as required for the adult, young people and clinical elements of the service.
    - To support the clinical prescribing team with appropriate administrative duties relating to prescription management/governance.

**Key Relationships**

To develop and maintain links with –

* Foundations (clinical commissioned service)
* Service users and carers
* HBC internal partners
* Voluntary and Community Providers
* Partner Agencies

**Main Duties and Responsibilities**

**Service delivery:**

* To act as receptionist/first point of contact for the service, greeting members of the public who attend the service and for telephone enquiries.
* To work with the team to ensure the provision of an accessible, non-judgmental service.
* Be aware of Child Protection issues and respond appropriately to concerns.
* To maintain confidentiality in line with Hartlepool Borough Council’s confidentiality policy.
* To handle routine enquiries and provide information on substance misuse services by phone and to visitors, making referrals to other staff as appropriate.
* Sending out letters, leaflets and other information in response to enquiries or requests from the wider team.
* To act as a single point of contact for key criminal justice and health provider partners.
* To be part of the admin duty team rota, providing effective and timely admin support to the duty team (Team Lead, Care-Co-ordinator and NMP).

**Record Keeping, Data Inputting and General Administration:**

* To provide administrative support to the START Service.
* To maintain stocks of stationery and other items etc.
* To ensure that office equipment is maintained in line with service agreements.
* Inputting data onto Theseus, the current Data Management System.
* Taking minutes/notes for internal and external meetings on request.
* To keep and maintain appropriate filing systems, both physical and electronic, for the effective operation of the service.
* Deal with incoming and outgoing post and emails, allocating in a timely manner to staff as appropriate.

**Professional Development and Team Working:**

* To attend and receive regular supervision from the Line Manager for this post.
* To attend and contribute to team meetings as requested. Communicate, liaise and co-operate with the various departments of Hartlepool Borough Council in matters affecting the work of the organisation.
* To nurture productive working relationships within the team, and the wider organisation.
* To attend training relevant to the job role.
* To be aware of relevant legislation/national guidance relevant to service delivery.
* To reflect on practice and learning, and make changes accordingly.

**General Duties**

* To personify a positive, collaborative and recovery-focused work ethic within all aspects of service user engagement.
* To present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Hartlepool Borough Council.
* To ensure that all visitors to the service (including service users, families/carers, professionals and the general public) are welcomed in a responsive, helpful and professional manner.
* To ensure service users' and professionals' experience of Hartlepool Borough Council is positive including by taking personal responsibility for answering ringing telephones and promptly dealing with inappropriate behaviour by staff, volunteers or service users.
* To attend meetings at appointed times, maintain professional personnel and service user records and meet deadlines.
* To work flexibly across the whole treatment service, including providing duty, late working and weekend cover as required.
* To proactively maintain professional knowledge and practice and attend, use and contribute to team meetings effectively.
* To raise any risk and safeguarding concerns to line manager, in order to ensure staff, service users and children are protected.
* To work within professional boundaries, maintaining safety and appropriate confidentiality at all times.
* To contribute to organisational initiatives as required.
* To ensure services and duties are delivered in compliance with the law and relevant national and local policies, standards and guidance, including the CQC, OHID, NICE and other quality standards.
* To read and comply with all published Hartlepool Borough Council policies and procedures, at the start of your employment and again whenever they are added to or changed.
* To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work.

**To carry out responsibilities with clear regard to Hartlepool Borough Council’s Equal Opportunities, Health and Safety, and other relevant employee focused policies and procedures.**

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: June 2022

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**