



JOB DESCRIPTION

Job Title: PSI Administration Assistant

Reports to: PSI Manager

Overall Job Purpose

To provide high quality administrative support to the Psychological Service and Interventions Team as well as the wider Admin Team when required. To build positive and effective working relationships both internally and externally, ensuring a high standard of professionalism and an awareness of the need for a high level of confidentiality. To carry out all tasks in a way that communicates the values and mission of the organisation.

Key Responsibilities

- To coordinate monthly Child's Plan Development Meetings (CPDMs) and Young Adult Development Meetings (YADMs), including scheduling, preparation of relevant papers, attending the meetings where required and preparing accurate minutes, with follow-up to any actions.
- To draft letters to relevant social workers inviting them to attend CPDMs.
- To format, collate, and complete reports as necessary, including What Works Assessment Summary, What Works Programme and Working With documents and other developments.
- To input and format young peoples' psychological assessment data into profile forms.
- To maintain records containing highly sensitive information relating to young people.
- To manage mail received by the organisation that requires the attention of the PSI Team – collection, circulation, replies and filing.
- To manage PSI resources, stationery, and office equipment requirements.
- To receive and make telephone calls on behalf of the PSI Team in connection with a wide range of business activities – e.g. arranging CPDM meetings with social work departments, organising meetings with external agencies, and communicating information as necessary.

- To service other meetings chaired by the PSI Team – e.g., professional meetings, team meetings, and meetings with external agencies.
- To support the PSI team and organisation in any training, event, and conferences.
- To liaise with other departments within the organisation as necessary.
- To work across and support, as necessary, the administration team.
- To carry out any other duties which might be reasonably expected by the PSI Manager.

Qualifications and Experience

Essential

- HNC and/or SVQ3 in relevant administration discipline.
- Expert knowledge of Microsoft and Google platforms.

Desirable

- 2 years experience in administration or similar role.
- Experience or interest in psychology.
- Knowledge of audio-typing, using an electronic recorder.

Person Specification

It is essential that the post holder:

- Is honest, reliable and trustworthy, capable of maintaining a high level of confidentiality.
- Is able to present professionally at all times.
- Is able to use own initiative and to work unsupervised, but also with the ability to be a team player.
- Is highly organised and assertive, with the desire and ability to see tasks through to completion.
- Is able to demonstrate excellent communication skills, both verbal and written.
- Is skilled in prioritising a demanding workload, with the ability to balance competing demands whilst producing accurate work.
- Is able to embrace the values and mission of the organisation and be able to communicate these in the course of work tasks.
- Is able to engage positively and effectively with young people, has a caring attitude and a genuine interest in the rights and welfare of young people.
- Is willing to demonstrate skills to young people.
- Is willing to occasionally work out with normal office hours.
- Is willing to work across other administration functions and locations where required.
- Possess a full UK driving licence and has access to a vehicle.

References and Police Checks

- Professional references, including previous and current employers, verifying personal/professional competencies.
- Clearance of relevant police and criminal record checks.