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***Bereaved by Suicide Administrator***

### Information Sheet- Key Terms and Conditions of Employment

**Service:** Bereaved by Suicide Services – Leeds, and West

Yorkshire and Harrogate ICS

Hours: 31 hours (occasional evening working will be required)

Salary Scale: NJC Scale 4 points 7-11

Salary: £20,092 to £21,748 (pro rata for part timers)

Contract: Fixed term until December 2022. Extension possible subject to f funding

Location: Clarence House, Clarence Road, LS18 4LB

Annual leave: 28 days a year plus 8 Statutory holidays, rising to 31 days after 3 years (holiday will be pro rata if part time hours)

Pension: 3% employer contribution, 5% employee contribution, enhanced by salary exchange

Probationary Period: 6 months

Reporting to: Postvention Service Lead

DBS Check Level: Standard

**Job Description**

Suicide Bereavement Service Administrator

**Introduction**

West Yorkshire & Harrogate (WY&H) Integrated Care System (ICS) have commissioned the expansion of a suicide postvention service. Leeds Mind has been commissioned to deliver this service alongside the existing Leeds Suicide Bereavement Service model, which has been operating in Leeds since 2015.

Leeds Mind is a progressive mental health organisation that supports people experiencing mental health difficulties to flourish. We are committed to developing services that are sensitive to individual need and of measurable benefit to users. With the funding provided by WY&H ICS we can work in partnership to co-deliver the service across the wider region.

**Purpose of the role**

The Bereaved by Suicide services deliver a ‘Postvention’ service across the region to support people bereaved by suicide. Integrated Care Systems (ICS) are partnership arrangements that allow organisations to work together to offer the right support at the right time to people in need. As well as Leeds, the service delivers support in the following areas under the WY&H ICS areas; Bradford, Airedale, Wharfdale & Craven, Calderdale, Harrogate, Kirklees, Leeds and Wakefield.

We passionately believe that everyone bereaved by suicide should be offered timely and appropriate support. We believe that by working together we can make this vision a reality. The project will support people in the immediate aftermath of a suicide. Postvention is an internationally evidenced way of reducing risk of suicide in people who have been bereaved in this manner. Interventions offered within this service include peer led support for individuals and peer support groups. This administration role will work to support the BBS team by:

**Main tasks and responsibilities:**

**Key duties and responsibilities**

1. Provide administrative and data support to the Bereaved by Suicide Service. This includes maintaining and developing service databases
2. To make initial contact and book in telephone assessments with clients within 3 days of referral.
3. Use appropriate computer programmes (e.g. word processing/spreadsheets/database etc) to create letters, reports, documents, statistical information, updating websites.
4. Collate, input and analyse data for internal and external reporting, monitoring and operational purposes
5. Maintaining and collating, accurate, up to date user information packs and resources in line with service needs
6. Undertake general office duties, including but not limited to:
	1. Provide administrative and data support to services and central operations as required, as delegated by the Administration and Facilities Manager and Team Leaders or Operations Managers.
	2. Dealing with incoming/outgoing mail. This includes managing and responding to emails in the Leeds Mind email inbox and the service specific email account.
	3. Receive phone calls, dealing with enquiries or direct as appropriate. This includes calls to the main Leeds Mind phone number.
	4. Effectively use, maintain and develop manual & electronic office systems e.g. filing, document storage including confidential client information.
	5. Sign people into the buildings (clients and visitors)
	6. Office and building maintenance support, as delegated by the Administration and Facilities Manager. This could include purchasing for the buildings as appropriate.
	7. Managing appointment booking systems as relevant to service and central operations requirements. This includes arranging service meetings, preparing meeting rooms, using the electronic calendar, providing/arranging hospitality, taking minutes and distributing relevant paperwork
	8. SLT, Board and sub-committee support, as delegated by the Administration and Facilities Manager. Including, but not limited to minute taking, circulating resources, arranging meetings, invoicing.
	9. Responsible for creating a welcoming and prompt reception and waiting area environment for all visitors and responsible for ensuring adequate reception cover during business hours while putting into working practice the principles of confidentiality and professional boundaries in an office environment Provide cover for wider administration team in the instance of absence and in line with rota requirements

**Finance administration**

1. Process invoices
2. Administer the petty cash system and cash payments
3. Use Xero accounting system to process purchase orders and bills, and to pay for HR service suppliers as requested by the Administration and Facilities Manager, team leaders and Operations managers.
4. Hold a company credit card and record credit card transactions in Xero for own card.

**Organisation**

1. Participate in 1:1s, performance and development, including Leeds Mind compulsory training programme
2. Attend and participate in service/team meetings and other meetings as required
3. Work within the framework of Leeds Mind’s policies and procedures
4. Promote the values, behaviours and ethos of Leeds Mind
5. Respond and report on safeguarding concerns in line with the Leeds Mind safeguarding policy and procedure
6. Participate in promotion of Leeds Mind, publicity of services and organisation by attending appropriate events
7. Complete appropriate Health and Safety Training, Act as Fire Wardens and be First Aid Responders.
8. Assist with Induction procedures for new members of staff, volunteers and service users
9. Undertake any other reasonable duties as and when required

**Date: April 2021**

**West Yorkshire and Harrogate Suicide Bereavement Service Administrator**

**Person Specification**

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| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **Shown by** |
| **Knowledge/Qualifications** | * GCSE in Maths and English at grade C/4 or above
 |  | Application  |
| **Skills/Ability** | * High level of IT skills, proficient with a wide range of Microsoft Office programmes (Word, Excel, Outlook, Access, PowerPoint)
* Excellent communication and interpersonal skills
* Excellent organisational, prioritisation and administration skills including being able to work under pressure to timescales
* Able to mediate and negotiate both internally and externally.
* Able to work as part of a team and to provide support to colleagues
* Able to take the initiative, work on own without supervision and problem-solve
 |  | ApplicationInterview |
| **Experience**  | * Providing excellent office/admin support
* Telephone work with people in acute distress/crisis
* Utilising databases, collating, analysing & presenting data as well as maintaining admin office systems.
* Handling confidential information, data protection & GDPR
* Responding professionally to service users with a range of needs including challenging callers/those in distress/ professional referrals
* Taking notes/minutes at meetings
* Analysing statistical data and developing reports
 | Experience of being affected by a suicide at least 3 or more years ago.  | ApplicationInterview |
| **Behavioural** | * Understanding of and commitment to the values and work of Leeds Mind and West Yorkshire & Harrogate ICS
* Commitment to continuous improvement
* pen to change and able to work flexibly in line with the needs of the service/organisation.
* Commitment to working in partnership with service users, management and staff.
* Understanding of the challenges faced by people experiencing mental health difficulties
* Demonstrate a commitment to equality and diversity in the workplace
* Commitment to safeguarding clients and others you may come into contact with as part of your role
 | **Lived experience of mental health difficulties.** | ApplicationInterview |