

Job Description

JOB TITLE	Client Referral Advisor
DEPARTMENT	NHS Talking Therapies (IAPT)
REPORTING TO	NHS Talking Therapies (IAPT) Manager / Team Leader

JOB PURPOSE	To provide an efficient and accurate client referral service to NHS Talking Therapies (IAPT) Telephone and Referral Centre.
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KEY RESPONSIBILITIES
1. To be the first point of contact for the General Public and health professionals and deal with them in a sensitive and professional manner always maintaining confidentiality. 2. To manage the client journey from point of referral to booked assessment this includes over the telephone, online, and professional referrals. 3. On occasion it will be necessary to gather sensitive information from clients who may be very distressed and disclose potential risk to self or others. 4. Work closely with Duty Therapist, ensuring appropriate escalation when there is disclosure of risk-related issues by the client/caller. 5. To ensure that all relevant up to date client information is entered onto the appropriate database. This may include clinical information which will need to be recorded accurately and concisely. 6. To ensure where appropriate processes are followed to book individuals into an assessment with a therapist. 7. To take messages and ensuring these reach the appropriate member of staff using agreed procedures. 8. To develop and maintain procedures which support the work of all members of the designated service team you are working in. 9. To work collaboratively as part of an integrated team 10. To support the training of all new staff members. 11. To work in a very busy environment whilst at the same time monitoring your own well-being.

12. To ensure all work is completed within agreed timescales.
13. To undertake these duties within a framework that recognises the diversity of clients and encourages quality and opportunity for all.
14. To work within Coventry and Warwickshire Mind & NHS policies.
15. To participate in supervision, appraisal procedures, team meetings and training as agreed or directed.
16. To undertake such other duties as would be reasonably required for a post of this level of responsibility, as directed by the Team Leader/Operational Management/Senior Management Team.

Please note: The Telephone and Referral Centre is the hub of Coventry, Warwickshire & Solihull NHS Talking Therapies (IAPT) Service.

The team of client referral advisors are the first point of contact for individuals accessing the service. Demand is extremely high and can often involve dealing with people who have never spoken to anyone about how they feel before. Support is on hand from a Senior Psychological Wellbeing Practitioner who will deal with risk calls and offer appropriate de-briefing and support to the referral team as required.

Person Specification

Coventry & Warwickshire Mind is committed to employing staff that have the necessary skills and experience to undertake the duties required of each role. In addition, Coventry & Warwickshire Mind is committed to developing and supporting staff, enabling everyone to carry out the responsibilities of their post to the best of their ability. Staff are encouraged to take part in a comprehensive training package. The organisation would expect the following from staff	
Essential/Desirable	
EXPERIENCE • Experience of working in an administrative environment • Experience of supporting people who have suffered with mild to moderate depression and anxiety (this experience does not need to be in a paid capacity) • Experience of using a database	D D D
SKILLS AND ABILITIES • Excellent communication skills, both verbal and written • Excellent computer skills • Ability and experience of working with a wide range of people • Good time management & organisational skills • Ability to problem solve • Team player • Attention to detail at all times • Clear understanding of the key issues within mental health	E E E E D E E D
KNOWLEDGE • Up to date knowledge of mental health	D
EDUCATION / QUALIFICATIONS • Admin qualifications or evidence of continuing professional development	D
ATTITUDES • Enthusiastic and innovative approach • Commitment to valuing fair access & diversity • Flexible approach to working • Committed and supportive approach to the strategic aims of the organisation	E E E E

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