

JOB DESCRIPTION

LAST UPDATED 12 MAY 2022



Job Title:	Phoenix Administrator (Early Interventions Team)
Team:	Early Interventions Team (Phoenix Project)
Responsible to:	Early Interventions Team Manager
Responsible for:	No staff
Location:	Trowbridge

Hours:	15 – 22 hours
Days:	Monday to Friday, with flexibility over how the hours are worked, but a requirement to work Mondays. Temporary for 5 months, with possibility of extension.
Holiday Entitlement:	5 weeks plus bank holidays pro rata
Salary:	£19,701 (pro rata) per annum
Pension:	Group personal pension plan, with employer contribution of up to 4%.

Vetting Requirements:	Enhanced DBS
General Description:	<p>This role is situated within the Phoenix Project, which delivers domestic abuse support across Wiltshire and sexual violence support across Wiltshire and Swindon.</p> <p>Working within the Early Interventions Team, which acts as our “front door” to the service, you will:</p> <ul style="list-style-type: none">- Log referrals onto our case management database.- Respond to email correspondence, helping to manage a busy inbox.- Flag risk concerns to the Early Interventions Team Manager.- Support with maintaining clear spreadsheets to monitor waiting lists.

	This role will be based within our Trowbridge Office. Splitz supports our staff to work flexibly and there will be some opportunity for home working.
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Main Duties and Responsibilities

Logging referrals, database use and letters:

- Provide support to the Early Interventions Team by logging referrals to the Project onto our case management database.
- Help to manage the Single Point of Access inbox, responding to correspondence and forwarding emails to the relevant staff.
- Keep the database up-to-date, within the confines of your role and training.
- Complete legal letters and support letters for both service users and partner agencies, according to the legal templates and training.

Triaging:

- Flag risk concerns to the Early Interventions Team Manager and/or the duty Manager as required.

Spreadsheets:

- Support the Early Interventions Team in managing the waiting lists spreadsheets and ensuring these are kept up-to-date.

Data protection duties:

- Take responsibility for responding to requests for information, abiding by the Freedom of Information Act and GDPR.
- Complete redactions of case notes for Criminal Justice proceedings.

General:

- Refer on to the team manager(s) any safeguarding concerns, whilst adhering to safeguarding procedures.
- Support the team with administrative tasks/duties such as scanning documents.
- Coordinate office activities and operations to secure efficiency and compliance to company policies, working alongside the Office Manager.
- Attend and contribute to team meetings.
- Update written and computerised records with accurate and clear information.

- Contribute to effective team working with a flexible and pro-active approach
- Attend line management and clinical supervision
- Undertake agreed training

Responsibilities

- The post holder will deal with highly confidential and sensitive information relating to vulnerable people and children
- Ensure security of data, especially sensitive personal data, in line with the information security policy
- Work within Splitz's Policies and Procedures at all times
- Responsible for security of client information while out of office.
- Employees have responsibilities in respect of health and safety. In particular they will:
 - Co-operate at all times with management in the implementation of and adherence to health and safety policy and procedures;
 - Take reasonable care for their own safety and for the safety of others who may foreseeably be affected by their actions at work;
 - Not intentionally or recklessly interfere with or misuse anything provided for the purpose of health and safety at work;
 - Report all health and safety concerns to line managers;
- Any other duties that may be reasonably required