



Improving the lives of mothers and families affected by
pre and postnatal depression and anxiety

Job pack

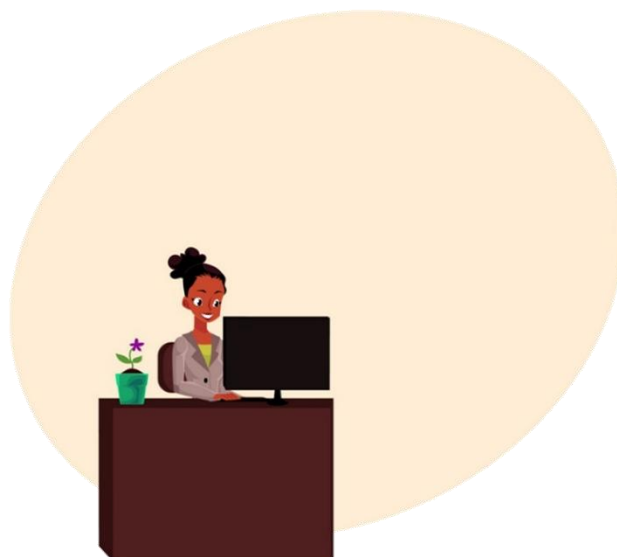
Service User Administrator

Part-time: 20 hours per week

Contract: Fixed term for 12 months

Salary: £12.71 per hour

Location: Sutton Coldfield



Are you passionate about supporting mums, dads, partners and young parents who are experiencing **perinatal mental health difficulties** during pregnancy and the early years of parenthood?

If so, we'd love to hear from you

Acacia Family Support is looking for a **compassionate and organised Service User Administrator** to provide essential administrative support to our services and help ensure that our service users receive a welcoming, professional and person-centred experience.

This is a part-time position.

Hours: 20 hours per week over 4 days (9.30am-3pm) including Mondays and Fridays. The other days to be agreed with the successful applicant.

Salary: £12.71 per hour.

Contract: Fixed term for 12 months initially, subject to funding.

Location: Based at Acacia's head office in Sutton Coldfield.

Reports to: Administration Manager.

We are a supportive employer, offering a generous work-life balance and benefits package, including:

- Flexible and family friendly working patterns
- 36 days annual leave (pro rata for part-time employees), including bank/public holidays
- Opportunity for unpaid leave
- Up to 5% matched pension contribution
- Occupational Sick pay above statutory limits
- Occupational Maternity, Paternity, Adoption and Neonatal pay above statutory limits
- Free confidential counselling for matters related and unrelated to the job
- Induction, training and ongoing support (including one-to-one supervision sessions)
- Staff appreciation/well-being events, meetings with bring-and-share lunches, and annual collaborative strategy days

This is a rolling recruitment process. Applications will be reviewed as they are received, and the advert may close once a suitable candidate is appointed.

About Acacia Family Support

Acacia Family Support is an award-winning, Birmingham-based Christian charity providing a range of services for mothers and families affected by perinatal mental health challenges.

Acacia's mission is to:

"Improve the lives of mothers and families affected by pre- and post- natal depression (PND)"

This job description is intended to provide a broad outline of the main duties and responsibilities only. The postholder will need to be flexible in developing the role in conjunction with the line manager and may be asked to carry out other delegated duties or tasks that are in line with the general character of the duties or responsibilities of this role.

Job Purpose:

Working at all times in accordance with Acacia's mission, Christian ethos and values, you will:

- **Provide administrative support to Acacia's service users, data and monitoring systems.**
- **Provide office and reception support at Acacia's Head office.**
- **Provide administrative support to other Acacia projects and activities as and when required.**

Key Responsibilities

- Provide general office and reception support at Acacia's Head office (telephone and face to face) taking responsibility for providing a warm and prompt welcome to all visitors.
- You will often be the first point of contact for families affected by pre and postnatal depression, and as such will need to demonstrate excellent listening skills and empathy to client's personal circumstances.
- Provide general administrative support to Acacia's staff.
- Manage office supplies and stationery to ensure that the office is well stocked and reporting any maintenance or IT issues in a timely and effective manner.
- Managing the head office supply ordering, incoming/outgoing mail and parcel deliveries.
- Maintain service user administration processes, ensuring GDPR standards are adhered to.

Service user administration:

- Logging/data entry of new referrals onto our in-house database.
- Liaise with clients/agencies to book assessment appointments for clients and confirming via post/text/telephone call/email.
- Emailing/Posting Resource letters to clients.
- Communicating with Agencies to confirm receipt of post/email correspondence.
- Answering the office telephone which will include taking self-referrals (training provided) to our service.

- Creating and distributing appropriate letters to clients and agencies in relation to the client.
- Filing/archiving files/shredding/photocopying
- Client gift distribution.
- Assisting with hospitality of meetings.
- Assisting with the office site Health and Safety processes.
- Assisting with supporting Volunteer administrators – delegating tasks.
- Data inputting into Excel documents.
- Contact collation and research.
- Administration for Dads Club – meeting room bookings/promotion leaflet distribution by post.
- To act as an ambassador for Acacia Family Support.

Personal Attributes

- Compassionate, patient, and empathetic.
- Reliable, proactive, and solution focused.
- Able to remain calm under pressure, adaptable and flexible.
- Collaborative team player with a positive and supportive attitude.
- Commitment to equality, diversity, equity and inclusion.

Desirable

- Experience of working in mental health setting, family support or related services.
- Experience of using case management systems, diary/calendar management and maintaining electronic client records.
- Experience of gathering and acting on feedback from service users.
- Knowledge of the voluntary sector and partnership working.

Additional Information

Emotional Impact

Acacia welcomes applications from individuals with lived experience, including former service users, where they meet the requirements of the role.

As a general guideline, a 6-month period following the end of support for mental health problems may be considered appropriate before undertaking a role, particularly where the role involves direct contact with service users. This allows time to establish appropriate professional boundaries, and to ensure your mental health has stabilised, ensuring readiness for the role. This also limits the possibility of the work triggering further symptoms and/or relapse.

All applicants are assessed through Acacia's recruitment process, considering the nature of the role, professional boundaries, safeguarding, confidentiality, and any potential conflicts of interest.

Safeguarding

The postholder has a duty of care to promote the welfare of children and vulnerable adults. This involves being vigilant for signs of abuse or harm, strictly following the organisation's

safeguarding policies, and immediately reporting any concerns to the appropriate designated lead to ensure a safe, supportive environment.

Disclosure and Barring Services

The post will be subject to a DBS Disclosure check at the point of recruitment and thereafter as per Acacia policy.

Training/Induction

The postholder will be required to complete all Acacia core training including Acacia Way, confidentiality/data protection, safeguarding etc. The postholder will also be required to attend face to face staff meetings at Acacia's head office based in Sutton Coldfield.

Other duties

This is a position that will be evolving as it develops so it is difficult to be definitive about all of the duties the role will entail. Inevitably from time to time the post holder may be required to perform duties for the post other than those given in the job description subject to developments in funding and service specification without changing the general character of the duties or the level of responsibility entailed.

Person Specification for Role Recruitment

This person specification sets out the abilities and qualities that will be used when selecting for this post. When completing your application form, please provide examples of your experience in the main responsibilities in the job description and the points set out below. Alongside your job description, you would also need to be self-motivated, flexible within the requirements of the job and a strong team player.

Knowledge & Qualifications	Desirable	Essential
Qualified to at least 3 GCSE's (grade C or above) or equivalent, including English & Maths, or demonstrable literacy and numeracy skills.		X
Some knowledge of the long-term impact of perinatal mental health issues (in particular postnatal depression/anxiety).	X	
Personal experience of mental health challenges and recovery, preferably relating to perinatal mental health.	X	
Understanding the experience of being a parent.	X	
Able to draw on personal experience in a supportive and positive manner to help others in similar circumstances.	X	
Skills & Experience	Desirable	Essential
Experience of working in an office administration role, or equivalent transferable experience.		X
Ability to spell and type quickly and accurately.		X
Experience of recording and maintaining up to date paper and electronic record, adhering to GDPR standards.	X	
Excellent written, verbal and interpersonal communication skills.		X
Proficient IT skills, including Microsoft 365.		X
Willingness to use and ability to learn relevant systems.		X
Experience using case management systems.	X	
Ability to work in a culturally sensitive and inclusive manner.		X
Strong organisational skills, including the ability to manage time and prioritise workload.		X
Ability to recognise concerns relating to risk, safeguarding and wellbeing and escalate appropriately.		X
Ability to work within a pressured environment with calmness, tolerance and empathy in a professional manner.		X
Personal Qualities	Desirable	Essential
An understanding of and commitment to Acacia's ethos and values.		X
Compassionate, empathetic and non-judgemental approach.		X
Able to find practical solutions while maintaining a person-centred approach.		X
Excellent inter-personal and relationship-building skills.		X
Able to work as part of a team.		X
Ability to work on own initiative, planning and prioritising workload.		X
Act with discretion and retain confidentiality.		X
Flexible, calm and adaptable when responding to changing needs.		X