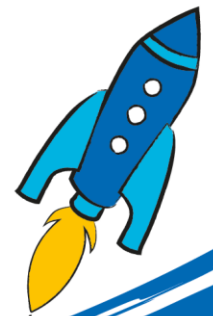


MDT Admin

Candidate Briefing Pack



Dear Candidate

Thank you for your interest in becoming an MDT Admin at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work. We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities and complex health needs.

As an MDT Admin, you will report to the Head of Rehabilitation Therapy Services. Your role will be to provide high quality efficient and reliable administrative support to the Therapies Directorate.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

Susie Nolan
Head of Rehabilitation Therapies

The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy and care needs
- Support for children with ABI and their families in the communities across the UK, through our Brain Injury Community Services.
- Online information and support via our publications and braininjuryhub.co.uk

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24 acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail and soft play areas.



We run a non-maintained special school for children with complex education, health, therapy and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 750 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, operations and centralised support functions such as finance, HR, fundraising and communications. A number of these staff are based off site around the UK in our charity shops.

Job Description

Job Title	MDT Admin
Reports to	Head of Rehabilitation Therapy Services
Direct reports	None
Level	Administrator
Location	Tadworth, Surrey
Salary	£26,334 per annum pro rata
Hours of Work	33 hours per week (0.88)
DBS	Enhanced with Children's & Adult's Barred List

Job Purpose

The role of the MDT Admin is to provide high quality efficient and reliable administrative support to the Therapies Directorate.

Duties and Responsibilities

- Support planning and changes in the administration of children and young people's timetable for children and family services.
- Support with photocopying of notes for subject access/ solicitor requests (SARS).
- Manage the SARS and redacting process with appropriate members of the Therapies teams.
- Update logs and coordinate the Clinical and Safeguarding Supervision across the Therapies teams, escalating non-compliance where required.
- Monitor mandatory training compliance and administer booking processes for all relevant training sessions/course.
- Coordinating specialist clinics, including spine and hip clinics; liaising with the Physiotherapy team to ensure the correct children are on the schedule. Liaison with external Consultants to organise the clinic lists.
- Carry out audiotyping of clinic letters and distribute as required.
- Update absences within the teams onto the SMI (staff care) system, as requested by the Heads of Service.
- Place orders for any required equipment and/or resources for departments and for the children and young people as deemed necessary.
- Take overview of clinical asset ordering, linking with the clinical assets team and management system, in line with MHRA guidelines and the medical devices policy.
- Track and monitor equipment orders with Heads of service, escalate delays and provide a central overview for all equipment re-charges and ordering.
- Raise and receipt PO's and invoices for the therapies directorate and liaise closely with the finance team.

- Undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

Professionalism

- Able to prioritise own workload and work with minimal supervision.
- Meet, greet and maintain good relationships with parents, staff, volunteers and visitors.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.

Communication

- Operate within and oversee a system to ensure efficient communication is maintained throughout the therapies team.
- Arrange and supervise any equipment repairs as necessary in the New Cheyne Centre or other areas relevant to Therapies on site.
- Ensure adequate supply of stationery (within set budget), ensuring office equipment is available and in good order.

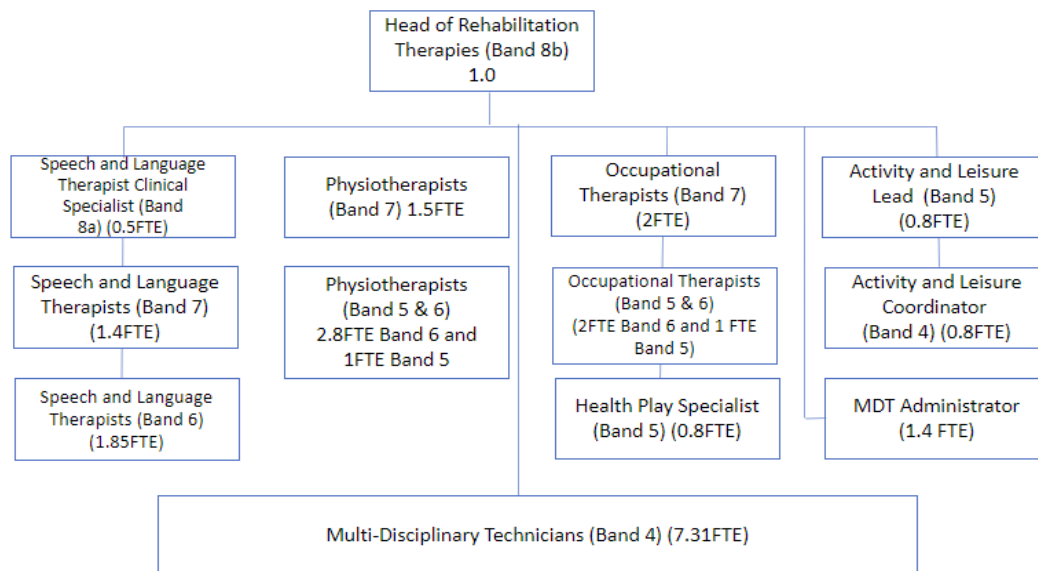
Health and Safety

- Adheres to all health and safety guidelines, including infection prevention and control.
- Provide evidence of all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and others.

Organisation and Structure



Person Specification

Selection Criteria:		Essential / Desirable
Education & Qualifications	<ul style="list-style-type: none"> GCSE Level qualifications, with a minimum of Grade C in English and Maths. NVQ Level 2 in Administration or Customer Service. 	Essential Desirable
Experience	<ul style="list-style-type: none"> Previous experience within an administrative role. Working under pressure in complex and demanding environments, and to specific timetables. Ability to build strong relationships with clients. Experience of working with databases and updating tracking spreadsheets and information systems. Experience of coordinating clinics. Experience of audio typing. 	Essential Essential Essential Essential Desirable Desirable
Skills, Abilities & Knowledge	<ul style="list-style-type: none"> Excellent administration skills, proficient in all Microsoft Office Programs. Excellent communication and presentation skills (both written and verbal). Strong planning and organisational skills. Ability to embrace change and new challenges and learn new skills with a positive attitude. Remain calm under pressure with the ability to multi-task. Ability to work collaboratively and as part of a team, whilst taking personal accountability for solving day to day problems. Strong interpersonal skills with the ability to display discretion when dealing with confidential and sensitive information. 	All Essential
Personal Qualities	<ul style="list-style-type: none"> Commitment to the vision and values of The Children's Trust. Flexible and 'can do' attitude to competing commitments in workload. Highly motivated and reliable. Ability to cope working in a demanding environment. Commitment to maintaining personal wellbeing and the wellbeing of colleagues. 	All Essential

Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment.

Many roles at The Children's Trust are exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and as such, are subject to an Enhanced DBS check. Successful applicants will be required to complete an Enhanced Disclosure & Barring Service (DBS) check.

The exceptions to this are our retail roles within The Children's Trust shops, which are subject to Basic DBS checks.

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the [Ministry of Justice website](#).

Equity, Diversity & Inclusion

At The Children's Trust we recognise how important it is to have leadership that reflects the children, young people and families that we support. We also recognise that staff, comprised of a range of skills, backgrounds and experiences will help us to better understand the needs of those we support, and how we can best represent their interests.

We, therefore, particularly welcome applications from disabled people, individuals from diverse ethnic backgrounds and those from other under-represented groups.

The Children's Trust is committed to achieving equity, diversity and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-inclusion>

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That's because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

