



**Medical Admin & Clinic
Co-ordinator**
Candidate Briefing Pack





Dear Candidate

Thank you for your interest in becoming a Medical Admin & Clinic Coordinator 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 a Medical Admin & Clinic Coordinator, you will report to the Medical Business & Revalidation Manager. Your role will be to ensure that all internal and external clinics run smoothly, providing doctors and MDT with relevant documentation ensuring that this service is reliable, efficient, timely, accurate and confidential.

Working closely with the Medical Secretaries and Medical Business & Revalidation Manager you will be able to demonstrate excellent communication and organisational skills and manage a varied workload.

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

Julie Steer
Medical Business & Revalidation Manager



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
- Online information and support via our Bumps Happen hub and publications.

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 500 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, retail, operations and centralised support functions such as finance, HR, fundraising and communications.





Job Description

Job Title	Medical Admin & Clinic Co-Ordinator
Reports to	Medical Business & Revalidation Manager
Direct reports	None
Level	Coordinator
Probationary Period	Five months - this is a regulatory requirement for all new employees of The Children's Trust.
Location	Tadworth, Surrey
Salary	£27,667 per annum (£ pro rata for part time)
Hours of Work	37.5 hours per week
Working Pattern	Monday to Friday (09:00 – 17:00)
Hybrid Working	Not applicable for this role.
DBS	Enhanced with Child Barred List
Benefits	Retention of NHS Pension is possible however as a charity organisation independent of the NHS, we do not follow Agenda for Change terms and conditions. Consequently, we are unable to take into account NHS incremental dates or continuous service for salary, annual leave, or related entitlements such as absence pay at the point of recruitment. We do offer a range of staff benefits, please see the staff benefits pack for more details.

Job Purpose

The role of Medical Admin & Clinic Co-Ordinator is to provide high quality professional administrative service to the Medical Team and to ensure that this service is reliable, efficient, timely, accurate and confidential.

Clinic co-ordination and appointment booking of external specialists visiting The Children's Trust ensuring families and key workers are informed of appointments in a timely manner. Exploring possible increase in specialist clinics and use of administration resources.



Duties and Responsibilities

- Processing all paperwork for admissions and discharges.
 - Co-ordinating the clinics for visiting Consultants, arranging rooms, parking, and refreshments, as necessary.
 - Audiology Clinic
 - Ophthalmology Clinic
 - Orthopaedic Clinics
 - Respiratory clinic
 - Palliative Care clinic
 - Co-ordinating other clinics that are held off site.
 - Dental clinic
- (The above clinic lists are not exhaustive)
- Explore possible increase in specialist clinics and use of administration resource.
 - Follow-up clinic appointments and other requests made by the Medical Team.
 - Audiotyping of above-stated clinic letters.
 - Co-ordinate the schedule for medical students and other medical visitors including work experience.
 - Co-ordinate weekly MDT teaching sessions.
 - Supporting the Medical Secretaries with incoming mail, prioritising items for the appropriate individual's personal attention and re-directing items as appropriate.
 - Maintaining effective manual and computerised filing/record systems, including confidential files, so that relevant information or documents may be retrieved rapidly – including scanning all in-and out-going documentation and saving in appropriate location in child's electronic file for electronic back up copy.
 - Support the archiving and filing of medical notes.
 - Formatting and sending of referral letters for the above stated clinics.
 - Working closely with the Medical Secretaries to enable cross-cover during periods of absence.
 - Other duties that are necessary to assist the Medical Secretaries in the day-to-day care of the children/young adults.
 - Support the Medical Business Manager with clerical and administrative duties.
 - Deliver post and pathology specimens to and from Reception in a timely manner.
 - Keep Emergency Procedures Folders up to date.
 - Ensure that office equipment is available and in good order.
 - Undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.



Skills and Responsibilities

- Able to demonstrate excellent communication and organisational skills and manage a varied workload.
- A forward thinking and flexible approach is essential as is the ability to work under pressure while remaining calm.
- Demonstrates flexibility and resilience in responding to unexpected changes and managing alterations efficiently.

Health Records: Ensure that medical records are kept up to date during a child's stay and that health records are collated post-discharge in preparation for archiving by:

- Setting up files and templates ahead of admission, including obtaining medical information.
- Streamlining filing systems, ensuring documentation in files is up to date during the child's stay.
- Assisting the Medical Secretaries with the co-ordination of solicitor's requests, photocopying medical records in a timely manner.

Management of self and others

- Developing self to improve personal performance.
- To provide cover for members of the Medical Admin Team during periods of sickness and annual leave.
- Participation in an annual Performance Development Review, including taking responsibility for maintaining a record of own personal and/or professional development.

Communication

- Able to demonstrate excellent communication and organisational skills and manage a varied workload.
- A sympathetic and diplomatic telephone manner and maintain confidentiality at all times.

Governance

- Ensuring strict confidentiality at all times, only releasing information to those acting in an official capacity and with appropriate authority.

Professionalism

- Takes action and raises concerns.
- Adhere to the policies and procedures of The Children's Trust.
- Maintain professional boundaries and professionalism at all times.
- Committed to demonstrating the organisations values and behaviours at all times.



Health and Safety

- Adheres to all Health and Safety guidelines, principles, and regulations to perform your role and comply with The Children's Trust policies and procedures.
- 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 other.



Organisation and Structure





Person Specification

Selection Criteria:		Essential / Desirable
Education & Qualifications	<ul style="list-style-type: none"> Educated to GCSE Level with Maths & English at Grade C or above or equivalent work experience. Proficient in Microsoft Office programmes. 	All Essential
Experience	<ul style="list-style-type: none"> Working under pressure in complex and demanding environments and to specific timeframes. Ability to build strong relationships with clients . Previous experience working in an Administrative role within a medical setting. 	Essential Essential Desirable
Skills & Abilities	<ul style="list-style-type: none"> Excellent organisational skills with strong administrative experience. Strong time management skills. Highly organised, strong attention to detail and aptitude for working methodically. 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. Strong interpersonal skills with the ability to display discretion when dealing with confidential and sensitive information. Audio typing. 	Essential Essential Essential Essential Essential Essential Desirable
Knowledge	<ul style="list-style-type: none"> Medical knowledge. 	Desirable
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 with changing priorities. Ability to work unsupervised. 	All Essential



Safeguarding

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information. It is an offence to apply for a role in regulated activity with children and young people if the applicant is barred from engaging in regulated activity relevant to children and vulnerable adults.

Equity, diversity & Inclusion

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>

To help us achieve our ambition to give children and young people with brain injury and neurodisability the opportunity to live the best life possible, we want to accurately reflect the UK's diverse population. We want equity, diversity and inclusion to be at the heart of everything we do, and our people, services and culture to reflect the diverse needs of all. Through our diversity and inclusion strategy, we have made a commitment to increase the diversity of our charity and create an inclusive culture. We have networks across the organisation working to ensure that these aims

are met - including an LGBTQIA2S+ group, Ethnic Diversity Group, and Spark – our broad EDI group. [Read more about our EDI work](#)

We welcome applications from all who share our ambition regardless of background. We will strive to ensure that any reasonable adjustments are made in respect of interview and working arrangements.

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.

