

Clinical Administrator **Job Description**

- Job Title:** Clinical Administrator
- Hours of work:** Full-time 37.5 hours per week (Required to work between 9.30am and 8pm)
- Salary:** £25,000 to £28,000 per annum
- Responsible to:** Clinical Administration Manager
- Accountable to:** Chief Executive Officer
- Locations:** The Brent Centre - BCYP, 51 Winchester Avenue, NW6 7TT, with occasional cover work at our sister clinic based at the Institute of Psychoanalysis (W9 2BT).

Job Summary

The post holder will be responsible for reception and administrative support to the specialist clinical staff working with young people at the Brent Centre for Young People, Westminster Centre for Young People and BCYP Private Service. The Brent Centre provides information, support, engagement, advice, assessment and psychotherapeutic treatment to its young clientele.

Duties:

Contact and Communication

To be the first point of contact for young people, parents, GPs and other stakeholders calling the Brent Centre for information and advice.

To handle patient sensitive information and facilitate the administration of new referrals and enquiries for both in-house and private service.

To provide full reception service to the clinical team and its clientele; including managing phone calls and being the first point of call for patients attending appointments.

To deal with telephone and personal enquiries from young people, parents, staff, professionals and other callers in a sensitive, efficient and tactful manner, taking messages and referring to appropriate staff when necessary.

Being present at the centre as the first point of contact to open and close the centre at the start and end of the working day.

Working together across the wider staff team and with clinicians to support the smooth running of a daily clinical administration service.

To observe the confidentiality of patients in all areas of the Centre's work, specifically through record keeping, maintaining the waiting area, taking phone calls and liaising with other professionals, families, parents and young people.

To maintain a pleasant and welcoming waiting room with appropriate information displayed for young people.

Administrative Systems

To maintain and develop administrative systems procedures for the clinical admin service, including using the database to record patient information, developing the database, intake system, correspondence, record keeping.

To maintain the appointments database for patients in our in-house and outreach services, facilitate room bookings and organise appointments by phone, Zoom email and post.

To keep appointments up to date, enter data and maintain data on a daily, weekly and monthly basis on the database.

To be responsible for entering, downloading and collating data from the database about the in-house and outreach services at the centre.

To manage all clinical file systems in conjunction with other Clinical Administration staff and other relevant staff;

To provide specific Clinical Administration support to the Brent Centre in-house, outreach, private service and other services, the Service Manager and other staff relevant to this service, including clinicians.

To be familiar with the administrative and email systems of all services at the Brent Centre and provide cover at our clinic in Westminster and Private Service.

Intake of referrals: preparation and correspondence

To take in, collate and prepare referral paperwork from referrers for the weekly intake meeting and to add new referrals to the database.

To keep notes and update referral databases during weekly meetings and prepare all correspondence to referrers and patients.

To maintain polite, clear and respectful communication with referrers using excellent written and verbal communication skills.

To attend and participate in weekly intake and allocation meetings. To accurately record follow-up actions from meetings and draft follow-up communications including writing to GPs and young people referred to the centre.

To maintain a waiting list and keep staff, patients and referrers informed of any changes.

To work in conjunction with other Clinical Administration staff in the running of the referral process (professional and self), keeping referrers informed where applicable.

Database

To maintain and accurately update the clinical database of clients, to be able to effectively use the database to provide information quickly, download and create reports and keep appointment outcomes accurate and up to date.

To produce client activity reports including statistical information, which is also required periodically, specifically for NHS quarterly monitoring reports, and other funding reports during the year;

To use Microsoft Excel at an intermediate level to accurately produce and analyse data as and when needed by various departments.

To be able to filter information and use the database effectively for more sophisticated queries around target groups, funding streams and clinical audit queries.

To be able to effectively and efficiently extract data from our database to produce data reports for funders

Other

To be involved in research and monitoring procedures and the gathering of data for research projects.

To work with Schools and Outreach Service Coordinators, School Leads and relevant staff regarding the administration and monitoring of services and their improvement.

To attend weekly clinical supervision and administrative group meetings as and take minutes when required;

To identify personal training and development needs and discuss with the Services Manager (Clinical Administration);

Safeguarding

To be aware of Safeguarding Children and Young People policies, taking up training where needed, and implementing Safeguarding principles in all aspects of the post

To recognise potential concerns about risk, safeguarding or psychiatric concern through your frontline reception role, and be able to raise those concerns effectively with appropriate clinical staff or the Clinical Director.

General

To attend regular management supervision and an annual performance appraisal.

To comply with, promote and contribute to the development of the Centre's mission, policies and procedures.

Adhere to the Centre's Data Protection Policy and Procedure and ensure private and confidential data is kept secure and disposed of in the appropriate manner.

To commit to the aims of the Centre's and its strategic/business plans.

To ensure that the Centre's is secure when entering and leaving the building and to be familiar with security systems in place.

To ensure, in conjunction with other staff, that the Centre's remains clean and safe.

To remain calm and professional, and use your problem-solving skills to be able to prioritise different tasks throughout the working day.

To provide such additional duties as the Clinical Administration Services Manager, Private Service Manager, the Head of the Partnership Child Clinic and the CEO may deem necessary, including acting as a Centre's representative.

Working Hours

To be able to work shifts between 9.30am and 6.30pm, 10.30am and 7.30pm and 11.30am am to 8pm (these will be agreed at the start of the post).