

Job title:	Clinical Services Administrator
Pay grade 7:	£24,000 to £25,000 dependant on skills and experience.
Location:	Hybrid – minimum two days in London Office
Hours	28-35 hours per week (4-5 days, must include Mondays)
Accountable to:	Psychotherapy Service Manager
Last Updated	November 2024

If you are an experienced administrator looking for a rewarding new role, Respond has an exciting opportunity for you.

Job Purpose

Respond’s mission is to reduce the impact of trauma in the lives of people with learning disabilities and autistic people, by developing trusting relationships, through psychotherapeutically informed services.

The Clinical Service Administrator supports the administrative and operational functions of the psychotherapy service. The role acts as the first point of contact for clients, families, external stakeholder and members of staff. It may also involve some administrative support for the wider team. Excellent administration abilities, strong IT skills, discretion and a warm, professional manner are essential.

Key responsibilities

Client Co-ordination and Communication

- Responding to client enquiries on the phone, by email, and on occasion in person with warmth, clarity and discretion.
- Administration of client information and the client journey and their wider networks.
- Liaise with external agencies, partners and other stakeholders as needed.
- Communicate important updates or services changes to clients, families, support networks and other relevant stakeholders.
- Keeping waiting area tidy and maintaining housekeeping and stationery supplies.

Administrative Support

- Provide general administrative support to the counselling team, including preparing and distributing documents.
- Extracting and collating information from various sources, including database reports, including quarterly reports according to the needs of the wider Respond teams.
- Supporting the yearly recruitment and induction of Responds Honorary Therapist programme,

Scheduling and Diary Management

- Liaise with team members to facilitate and manage bookings schedule, including ensuring diaries are updated.
- Manage the psychotherapy teams schedules, co-ordinating rooms bookings and availability for sessions.
- Manage service notes for the psychotherapy team to feed into the psychotherapy services record.

Data Entry and Record Management

- Maintaining accurate, up to date record keeping, filing and version control relating to clients, the psychotherapy service, including using our CRM database, Office 365 and Share Point.
- Extracting and collating information for the psychotherapy service, including data collection audits and service evaluation.
- Manage intake forms, consent forms and ensure all necessary documentation is completed at all parts of the process.
- Maintain accurate and up-to-date client records on Responds data systems, ensuring compliance with data protection and confidentiality requirements.

Service improvement and Feedback

- Collect client feedback and report insights to improve service quality and client experience.
- Participate in service development initiative, quality improvement projects and client and stakeholder satisfaction surveys.

General Responsibilities

Access and work within Respond's policies and procedures.
 Ensure all work is undertaken in accordance with child and adult safeguarding guidelines and policies
 Attend internal cycle of team meetings relevant to this role.
 Engage with line management, supervision (where appropriate) and appraisal process.
 Comply with data protection regulations, ensuring that information on clients, employees, volunteers and other stakeholders remains confidential.
 Take responsibility for personal learning and development with support from line manager.
 Work in a manner that facilitates equal opportunities and inclusion for all.
 Remain professional and respectful at all times, promoting positive relations with all those we encounter in our work.
 Maintain health and safety and risk awareness for self and others across the organisation.
 Undertake any other duties that Respond may require within the remit of this role.

This job description does not form part of the contract of employment. It is intended as a guide to the general scope of duties and is not definitive or restrictive. It is expected that some duties will change over time and this description will be subject to review with the postholder at their annual appraisal.

Key Skills and Qualifications

Person Specification

Essential	Desirable
Previous experience in an Administrative or clerical type role, with a strong grasp of administrative best practice	NVQ Level 3 or equivalent in Business Administration CRM Certification Experience of working within the voluntary sector
Excellent ability to effectively organise and prioritise a variety of tasks.	An interest in and understanding of learning disabilities and autism.

Excellent computer literacy including use of Microsoft Office, SharePoint and CRM databases	A qualification or training in listening or basic counselling skills.
Committed to the work of Respond with a desire to contribute to the ongoing development of the organization.	
Excellent attention to detail with the ability to complete tasks accurately and in a timely manner	
An ability to maintain confidentiality and an understanding of data protection principals	
Confident, clear and warm communication and inter-personal skills, including a confident telephone manner and good written work.	
An ability to work independently and unsupervised	
Ability to support colleagues and work well within a small, committed team.	
Initiative and a commitment to continued personal development.	
Ability to work within and uphold Respond's ethos and values statement.	