



Job Description - Clinical Administrator

Job Title: Clinical Administrator

Accountable to: Community Manager (after recruitment) / Director (until Community Manager recruited)

Working Hours: Part-time, 1 day per week (either 1 day or 2 half days ideally Tuesday and Friday mornings)

Salary: £25,000 pro rata (£5,000 pro rata - 1 day)

Location: Currently hybrid working from home and in the office Mildmay Community Centre, Woodville Road, London, N16 8NA

Role of Post: To work closely with the Community Manager and therapeutic and casework teams to enable the effective running of our therapeutic services. To be responsible for managing referral processes, petty cash for members, helping with evaluations and surveys of members, liaising with partner organisations in support of our members, maintaining confidential and efficient filing of relevant client and project records. To provide general administrative support.

Duties

- Managing referral processes in liaison with the Community Manager, therapeutic team, and partner agencies;
 - receiving referrals
 - liaising with referrers
 - managing waiting list
 - arranging initial appointments
 - signposting for referrals that Room to Heal does not take on
 - keeping Master Referrals List up to date
 - recording on the database
 - arranging and participating in referral meetings with therapeutic staff

- Managing Room to Heal's petty cash
 - following petty cash guidelines
 - keeping enough cash for operation of organisation
 - ensuring receipts / no receipt forms are completed
 - reconciling petty cash on weekly basis

- Maintaining records and statistics and analysing monitoring and evaluation data and compiling reports on service efficiency;
- Providing updates on waiting list and other referral information to the Community Manager and/or Director;
- Ensuring that confidentiality is maintained at all times in adherence to Room to Heal's confidentiality requirements and GDPR;
- Articulating our work and sharing learning and best practice to external agencies, where necessary;
- Providing general administrative support for the office;
- Undertake any other duties appropriate to the responsibilities of the post as requested.

Person Specification

Essential skills and experience:

- Good communications skills and ability to communicate clearly to people with limited understanding of English
- Patience and empathy to be able to support people who are referred to Room to Heal
- Strong organisation skills including the ability to manage the referrals and intake process for Rth, accurately recording information on a database and spreadsheet, working to deadlines and managing a number of competing demands
- Ability to coordinate and work with a wide range of individuals, primarily referral organisations such as NHS, solicitors and non government organisations (NGOs) and torture survivors who are seeking asylum or refugees in the UK
- Ability to take the initiative and work independently
- Computer literacy including using G-suite eg google spreadsheets, google docs and ability to learn to use a bespoke database
- Basic maths/ financial skills
- Attention to detail
- Excellent written and spoken English
- Administrative experience
- Understanding of and strong commitment to equal opportunities
- Understanding of and ability to adhere to the Data Protection Act 2018 and the importance of confidentiality.

Desirable

- An understanding of what it means to seek asylum/have refugee status through personal and/or work experience
- A sound understanding of what it means to live with mental health difficulties either through personal and/or work experience
- Experience in monitoring and evaluation processes
- Knowledge of effective management of clinical records and confidentiality requirements
- Conflict mediation skills eg positivity, active listening skills and patience, to support people who are finding the referrals process difficult