



Administrator - Job Description

Accountable to: Clinical Lead

Working Hours: Part-time, 1.5 day per week based on a 7.5 hour work day

Contract: Permanent, subject to 6 months probationary period

Salary: £29,000 pro rata

Location: Hybrid working from home and in the office in Newington Green



ABOUT ROOM TO HEAL

Room to Heal is a human rights charity based in London. We support refugees and people seeking asylum who have survived or witnessed torture and organised violence to rebuild their lives in exile, through an integrated programme of therapeutic and casework assistance. We offer a range of activities including: therapy groups, gardening and food-growing, individual therapy and casework, creative workshops, cooking and social gatherings, and therapeutic retreats. At the heart of our work lies the cultivation of community, through which our members can restore meaningful relationships with themselves and others, overcome the legacy of their traumatic experiences and integrate into the UK. Our community is currently made up of over 100 members from over 30 countries: including former political prisoners; people who have been persecuted on account of their sexuality or religious belief; and those who have escaped trafficking. Our work is successful. We have a proven track record of helping community members experience improved mental health, and improved access to housing, welfare, healthcare, education, good quality legal support and help to navigate the asylum system.

ABOUT THE ROLE

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 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.

MAIN RESPONSIBILITIES

Liaising with the Clinical Lead therapeutic team, and partner agencies on referrals: 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 referrals on the database
- arranging and participating in referral meetings with therapeutic staff

Managing 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

Data input

- Inputting survey data and maintaining records
- Analysing monitoring and evaluation data and compiling reports on service efficiency
- Ensuring that confidentiality is maintained at all times in line with GDPR;

Office administration

- Providing general administrative support for the office
- Overseeing the info@ email
- 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

- Learned or lived experience of the asylum process or migration
- 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
- Active listening skills and patience, to support people who are finding the referrals process difficult