

Gaddum

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Job Description

Job Title: Therapy Administrator

Accountable to: Chief Executive

Responsible to: Assistant Head of Operations

Reporting to: IAPT Service Manager

Salary: £18,795.00

Hours: 35 Hours per week (Full time)

Location: Gaddum House and other locations as required

Job Purpose

Working as part of the Gaddum Therapy Administration Team your role will be to undertake all administrative tasks required to ensure the smooth running of the therapy services, including Improving Access to Psychological Therapies (IAPT), Child Bereavement and Palliative Care.

You will also be responsible for ensuring that new referrals are given the earliest appointment; clinical diaries are managed, capturing DNA's/Cancellations and discharges and ensuring that all administration tasks are completed with a high level of accuracy.

You will demonstrate an appropriate professionalism and empathy towards clients both face to face and over the phone. A keen eye for detail, good organisational skills and the ability to multi-task is key to the success of this role.

Main Duties and responsibilities:

- Process referrals with a high level of accuracy and attention to detail
- Respond to client enquiries (such as expected wait times and signposting information)
- Liaise with therapist's / GP surgeries/ health care professionals and dealing with Primary and Secondary Care Services for onward referrals
- Monitor and respond to queries received via the email accounts
- Print, post or email various clinic letters/discharge summaries to patients, GP's and Healthcare professionals
- Send onward referrals to various services and dealing with any follow ups that are required
- Process all therapy enquiries within the Client Record Systems.
- Ensure any necessary diary changes for the clinicians are completed and that any changes to appointments are communicated with clients/therapist at the earliest opportunity.
- Support with providing a quality service by completing Patient Experience Questionnaires with clients ending therapy.

Information

- To provide information on all aspects of Gaddum Services at Gaddum House in response to general enquiries.

Gaddum

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- To signpost to other appropriate services and organisations in line with processes and protocols.
- To supply information by post/email on request.

Additional Duties and Responsibilities:

- Promote the work of Gaddum Centre and safeguard its good name and reputation at every opportunity.
- Encourage service users to be aware of the full extent of Gaddum Centre's services.
- Adhere to Gaddum Centre policies and procedures.
- Promote Gaddum Centre events and activities.
- Representation of Gaddum at events as requested.
- Maintain a general understanding of the work of the whole organisation, and attend staff meetings/events.
- All other duties reasonably associated with this role.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

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Criteria	Essential	Desirable	Assessed*
Qualifications & Training	English and Maths GCSE at grades C or above (or equivalent qualification)		AIT
Knowledge & Experience	<p>Excellent written communication skills, including accuracy and attention to detail.</p> <p>Excellent technical literacy of Microsoft Applications e.g. Word, Excel, and Outlook etc.</p> <p>Excellent customer relations skills.</p> <p>Ability to work autonomously within agreed parameters.</p> <p>Ability to work with competing priorities and constraints and problem-solve.</p> <p>Ability to demonstrate a proactive approach.</p> <p>Ability to maintain and respect confidentiality.</p> <p>Knowledge of office systems and file management</p>	<p>A good understanding of Safeguarding Adults and Children.</p>	AIT
Skills & Abilities	<p>Previous clerical/secretarial experience.</p>	<p>Experience of working with secure client information management system such as CRM,PCMIS, etc.</p> <p>Experience of mental health either as service user, carer, worker or volunteer.</p>	AIT

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Attitudes & Values	Committed to equality and diversity. Committed to the values of Gaddum. Non-judgemental attitude. A flexible & positive work ethic.	Knowledge of Gaddum.	AIT
Others	Ability to travel independently throughout the areas where services are being delivered. Flexible approach to working hours to meet the needs of the service.		AI