

<b>JOB TITLE:</b> Clinical Administrator (remote)	<b>REPORTS TO:</b> Team Leader
<b>Accountable to:</b> Senior Services Manager	<b>TEAM:</b> Clinical Services
<b>JOB PURPOSE:</b> <p>The post holder will be required to provide administrative support and duties to include the management of client bookings for GamCare Treatment Services. You will be the initial point of contact for clients, professional partner agencies and visitors to the service and therefore will need to demonstrate high levels of professionalism in representing the organisation at all times. You will also be self-motivated and driven, able to prioritise your own workload and time manage with limited supervision and communicate across a range of departments.</p> <p>You may be required to work evenings and/or weekends.          You may also be required to provide administration cover to other Treatment Services within the directorate.</p>	
<b>ACCOUNTABILITY:</b> Delivery of tasks and activities as agreed with the Team Leaders or Senior Services Manager	
<b>RESPONSIBILITIES:</b> <p>Working in a way that recognises and values diversity and with an understanding of customer service, the post holder will:</p> <p><i>Support the delivery of the Services:</i></p> <ul style="list-style-type: none"> <li>• Undertake telephone screening of clients in order to get required referral information and identify any initial risks</li> <li>• Provide support to the treatment team to undertake follow-up with clients for Treatment Services</li> <li>• Booking in and rescheduling client appointments</li> <li>• Undertake satisfaction surveys with clients, via the phone</li> <li>• Sending appointment reminders to clients and communications about discharges</li> </ul> <p><i>General service delivery administration duties:</i></p> <ul style="list-style-type: none"> <li>• To organise calendars, diaries and meetings across multiple teams and staff members</li> <li>• Setting up external meetings and events for the teams booking and preparing rooms, resources and liaising with outside agencies</li> <li>• Monitor multiple team inboxes, and prioritise and direct queries quickly and efficiently</li> <li>• Manage telephone calls and correspondence (e-mail, letters, packages etc)</li> <li>• To attend meetings and minute take accurately</li> <li>• Maintain up-keep of excel spreadsheets, case management systems and databases including electronic client database</li> <li>• Run reports from electronic client record system and activity reports as required</li> <li>• Order stationary and maintain an inventory of items</li> <li>• Liaise with relevant facilities suppliers and IT provider as and when required</li> <li>• Be responsible for organising/leading on service visits such as printer checks, shredding collection, or other facility related visits.</li> </ul>	

- Liaise with building security for updates on fire checks and other security checks
- Act as point of contact for staff working off-site
- Co-ordinate the management of petty cash, processing and filing invoices
- Undertake general office management and administrative duties
- Maintain the reception area, greet clients and provide reception cover

#### *General*

- Participate in service promotion and information events.
- Assist the Data Protection team with access requests
- Work effectively and positively as a team member.
- Ensure that all safeguarding issues that arise whilst undertaking your duties, including child protection and protection of adults at risk, are dealt with in accordance with GamCare policies and procedures, and local and national statutory requirements
- Undertake training as required by the organisation
- Participate in supervision as required by the organisation.
- Take responsibility for personal development and participate in PDR/appraisal process.
- Attend meetings as required by the organisation
- Maintaining sensitive and occasionally confidential records, and ensuring they are kept confidential
- Work within GamCare policies and procedures
- Notify the manager of any untoward occurrences which may affect the service, both at a professional and administrative level
- Be flexible with regards to working patterns to meet the requirements of the services by working weekend and evenings
- Be willing to travel to other locations as required including GamCare Head Office
- Understand and work with the values, aims and objectives of GamCare

#### *To be noted*

This is not an exhaustive list of duties and responsibilities; the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Team Leaders and/or Service Manager

- This job description will be reviewed regularly in the light of changing service requirements. Any changes will be discussed with the post holder.
- The post holder is expected to comply with all relevant policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information, clinical governance and research governance.

**PERSON SPECIFICATION: KNOWLEDGE, SKILLS & EXPERIENCE**

**Person Specification  
Treatment Practitioner**

**Experience**

Proven experience as an office administrator/assistant or relevant role.  
Experience of handling client calls and queries  
Experience of working within a clinical setting  
Experience of data entry into databases  
Experience of using and updating spreadsheets  
Experience of dealing with suppliers and contractors  
Experience of working with people in a confidential manner  
Experience of minute taking

**Skills and Abilities**

Excellent telephone manner  
Personal resilience in handling demanding clients and workload with competing priorities  
Excellent communication skills – written and verbal  
Self-motivation and management of a workload  
Excellent organisational skills, including the ability to prioritise with deadlines  
Excellent IT skills including Microsoft package (Outlook, Word, Excel & PowerPoint)  
Ability to communicate effectively with a broad range of audiences  
  
Ability to recognise and implement systems efficiency's  
Ability to maintain confidentiality of all data and information  
Ability to maintain accurate record keeping  
Ability to spot gaps in systems and processes and make them more efficient

**Circumstances**

Ability to work on own initiative.  
Self-confident and ability to display appropriate level of self-assurance.  
Ability to work flexibly to meet the needs of the service and travel as required  
Absence of an addiction problem for at least two years.  
No criminal record that prevents work with our client group or which would impact on ability to perform in the role or harm our reputation.