

**Job Description**

**Job Title**: Therapy Services Administrator

**Accountable to**: Therapy Services Manager

**Responsible to:** Head of Services

**Reporting to**: Therapy Services Manager

**Location**: Gaddum House and other Therapy Services sites as required

**Salary**: NJC scale 16, £16,969

**Hours:**

**Job Summary:**

To provide administrative support to co-ordinate the response to clients, trainees, volunteers and professionals in line with processes and protocols to support Gaddum Centre in delivering services to local children and adults whose lives are affected bereavement, life limiting conditions and or psychological distress.

* Take referrals to single point of contact for all Gaddum Therapy Services.
* Support the coordination of referrals following Gaddum referral criteria and referral pathways.
* To be responsible for inputting data and compiling data for both IAPT submission and contract monitoring as a minimum.
* To assist in the preparation of reports and papers.
* To maintain efficient records, profiling data and other data files - particularly monitoring data using ICT.
* Arrangement of meetings, conferences and other events for the team.
* To implement and maintain administrative and office systems as agreed with project leads.
* To coordinate and undertake DBS checks for as required for both Therapy Services and Gaddum Centre.
* To take notes and write up as a record at meetings as required.
* To work as part of the Therapy Services admin team to cover service delivery.

**Job Purpose**

The Administrator as a member of the Therapeutic Services team will be responsible for providing support to the Therapy Services Manager and Head of Services in the efficient and effective delivery and monitoring of services and support to service users who contact Gaddum’s Therapy Services.

**Main Duties and responsibilities:**

**Coordination of referrals, assessments and allocations of clients:**

1. Take referrals and process according to Gaddum Centre protocols and pathways.
2. Respond to enquiries and requests by phone, email, fax and in person for referral, including self-referral, to therapeutic services, in line with processes and protocols.
3. To allocate clients for initial assessments in line with processes and protocols.
4. To provide information on all aspects of Therapeutic Services at Gaddum Centre to clients and referrers.
5. Track and monitor availability of counsellors based at Gaddum; alerting Therapy Services Manager /Head of Services of any issues.
6. Management of confidential client records (systems, hard copy, current and closed) in line with Gaddum Centre Information Governance Policies.
7. Respond appropriately to the need to cancel or re-allocate clients in the event of client or therapist’s absence or inform Therapy Services Manager of issue.
8. Arrange relief cover, where possible, during therapists’ absence and manage client lists where appropriate in agreement with management.
9. To allocate referrals for assessment in line with processes and protocols.
10. To allocate approved assessments to appropriate therapist in line with processes and protocols.
11. To liaise with referrers and related agencies in line with processes and protocols.
12. To liaise with other Gaddum Centre staff in particular support service staff to ensure clients are at ‘centre of support’ given by Gaddum Centre.

**Administrative support**

* General office and administrative duties for Gaddum.
* To work as part of the administration team at Gaddum ensuring that the office is covered as required for service delivery.
* To support induction for new staff, trainees or volunteers.
* Provide clerical support for training courses.
* To ensure compliance of basic HR requirements e.g. supervision, appraisals, maintenance of professional body membership.
* To coordinate and undertake DBS checks for as required for both Therapy Services and Gaddum Centre.

**Information**

* To provide information on all aspects of Therapeutic Services at Gaddum House in response to general enquiries.
* To signpost to other appropriate services and organisations in line with processes and protocols.
* To supply information by post on request.
* To produce regular e-newsletter.

**Client Information Systems:**

1. Maintenance of a computerised client database including entering, editing & updating records of referrals, attendance, discharges and outcomes.
2. Participate in the development and maintenance of IAPT compliant services.
3. Provide functional expertise in Client Information Systems.
4. Participate in the introduction of new staff to client information system and procedures.

**Additional Duties and Responsibilities:**

* Promote the work of Gaddum Centre and safeguard its good name and reputation at every opportunity.
* Encourage clients to be aware of the full extent of Gaddum Centre’s services.
* Promote Gaddum Centre events and activities.
* Representation of Therapeutic Services at events as requested.
* Undertake relevant training, as agreed.
* To support business administration apprentices.

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.