

Job description

Job title

Clinical Services Administrator

Hours

15 hrs Term Time Only (can be done as 2 full days or 3 shorter days)

Contract

12-month fixed term contract

Role profile and grade

AS20 Grade 1 Point 1

Salary

Starting Salary £23412 pa pro rata with biennial increments

Location

Cheadle SK8 1JE

Reports to

Business Manager

Type of DBS required

Child and Adult Workforce (We will apply for this on your behalf)

Job purpose

To support the Therapy & Specialist Support (TSS) team to provide a high quality and efficient service to families, young people, professionals and colleagues working in a range of settings and services both within and external to the Trust.

The post holder will join an established team of office-based co-ordinator colleagues as a key member of our TSS team – including Speech & Language Therapy, Occupational Therapy, Sleep Services, PBS and Psychology, providing support as required. The post holder will represent the Together Trust, often being the first point of contact for families and professionals who seek support, information and advice.

Key responsibilities

The post holder will work closely with the Clinical Services Business Manager to establish integrated and effective communication between Clinical Services and other departments within the Together Trust.

The post holder will attend and participate in staff meetings, supervision, training and appraisals as agreed with the Business Manager.

The post holder will be flexible in their approach and be able to work independently using their initiative to undertake tasks which may not be explicit within the job description.

In respect of the general responsibilities as an employee of the Together Trust, the post holder will be required to:

- Promote a positive image of the service and the Together Trust at all times.
- Be aware of and follow the relevant policies and procedures.
- Use relevant data and IT systems, including iTrent.
- Maintain confidentiality and follow GDPR guidelines.
- Co-operate with Together Trust colleagues in maintaining harmonious interpersonal relations.
- Perform any duties as may reasonably be required by the Together Trust, or as requested by the post holder's line manager and other senior managers.

Other responsibilities

☐ Be the first point of contact (telephone or email) for families and professionals seeking support from the service.

- Liaise with parents, carers and professionals by telephone and other means.

- Give advice to parents/professionals on appropriate support services.
- Book parents onto sleep workshops, invite parents to attend monthly coffee mornings and providing supportive listening.
- Network with potential service users and commissioners to positively promote engagement with Together Trust services. This may include liaising with school SENCOs and GP practices.
- Work in harmony and communicate effectively with co-ordinator colleagues to ensure all required activities are completed in a timely manner.
- Liaise with and provide support to TSS colleagues working in a range of off-site localities.
- Manage a sign-out/return system for off-site use of resources within the TSS Team.
- Work closely with TSS colleagues in the preparation of materials and resources to be used for therapeutic purposes and for training, e.g. visual resources, sleep programmes.
- Undertake administrative duties as required to ensure the efficient provision of the service, including setting up case files, ordering resources, attending meetings, taking and distributing minutes.
- Prepare resource packs for parents and professionals to a high standard.
- Work with colleagues and within branding guidelines to keep the website and other publicity information relevant and user friendly.
- Actively engage with the Together Trust's vision, mission and values.
- Commit to promoting equality, diversity and inclusion.

Additional information

The job description reflects the present requirements of the post, as duties and responsibilities change or develop, the job description will be reviewed and amended with the post holder through regular supervision meetings.

Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
Education, qualifications and training	Educated to GCSE or NVQ Level 3 Excellent literacy and numeracy skills	
Experience and skills	Experience of supporting families who have children with additional needs Experience of working in an office based environment Proficient in Microsoft Office and various IT systems Excellent communication skills by telephone and email Ability to work independently and manage own workload	Experience of developing and improving administrative processes
Knowledge and understanding	Knowledge and understanding of Autism Spectrum conditions and the impact on yp and their families	A good knowledge of local services

Other	<p>Committed to high standards of customer service</p> <p>Committed to equality and diversity</p> <p>Committed to own continuing professional development</p> <p>Appreciates the significance of safeguarding and shows a personal commitment to safeguarding</p> <p>A conscientious, reliable person who is punctual and flexible</p>	
-------	--	--

Applications are very welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.

If there is any part of your lived experience you want to keep confidential in some way please talk to the Recruitment or HR shared service teams and we will do what we can to support you.