

Clinical Administration Assistant Role and Person Description

Job title: Clinical Administration Assistant

Reports to: Clinical Administration Manager

Hours: 21 hours worked over the week (14 hours in school holidays); days worked will need to allow for team cover

Base: Blue Smile office (currently in central Cambridge and remaining in vicinity)

Salary: £10.50 per hour; full-time equivalent £11,466 per annum

Annual leave: 151 hours per year including bank holidays

Blue Smile's mission is to improve the mental wellbeing and prospects of Cambridgeshire children through expert arts-based therapies. The charity has well over 60 clinical workers in teams and as individuals in schools in Cambridgeshire giving vital therapy and mentoring to emotionally troubled children, and a growing menu of services of training in schools.

The small friendly central office of currently 11 people supplies vital support in clinical administration, communication and fundraising for our work, and overall management of the charity as it works towards our vision of a world where happier children have brighter futures.

Overall purpose of the role

- To assist in the clinical administration work of the charity, and work closely with and support the clinical team
- To support the Clinical Administration Manager in the effective administration of Blue Smile through maintaining in-house systems and procedures for clinical work; providing help with administration tasks as needed
- To be the first point of contact, in rotation with the Office Assistant/Research and Impact Assistant for callers and visitors to the office, and particularly those pertaining to clinical work

Main duties and responsibilities

- Making up and ensuring files are delivered promptly for clinical work
- Running the training and supervision logs with the Clinical Administration Manager and updating records including Etapestry
- Putting together induction packs for new mentoring counsellors and therapists
- Putting together and where necessary delivering therapy and training kits
- Helping to put together training slides
- At times helping at clinical training and events (TOIL given if outside normal hours)
- Maintaining absolute confidentiality regarding the personal and clinical data being processed in the charity and the sensitive issues and information that may be discussed as part of this work

- Sharing in phone work, especially dealing with therapists/mentoring counsellors and schools, and passing on calls appropriately
- Assisting with appointment booking and diaries for the clinical managers
- Helping with other office duties as necessary

Person Specification

Qualifications

- Good command of English, both written and verbal
- Interest in counselling
- A clean driving licence and access to a car

Experience

- Ideally, some experience of working in a voluntary sector organisation, small organisations or schools
- Previous administration experience ideally

Skills

- Accurate, good administration skills
- A friendly phone and personal manner
- An ability to ensure the maintenance of confidential records
- An ability to work under pressure, deal with a fast and varied workload, and prioritise activities
- Competent computer skills, including Word, Excel and, ideally, Dropbox and Powerpoint

Personal qualities

- A 'can do', collaborative, tactful and helpful manner
- Organised and good at planning
- Good communication skills: phone, written and oral
- Passionate about the charity and its cause

Application process

- Please complete the application form, to be received by 9am, on Wednesday 3rd October by: email marked Clinical Assistant Application to vicki.osborne@bluesmile.org.uk or by post to Vicki Osborne Clinical Administration Manager, Blue Smile, 47-51 Norfolk Street, Cambridge CB1 2LD.

Interviews are planned to take place Wednesday 10th October but please ring Vicki if this date is not possible for you. Please give a mobile number and email address on which you can be readily contacted, should you be called to interview.