

# Gaddum



## Job Description: Therapy Administrator

**Job Title:** Therapy Administrator

**Accountable to:** Chief Executive

**Responsible to:** Assistant Head of Operations

**Reporting to:** Senior Therapy Services Manager (Adults)

**Salary:** £21,842

**Hours:** 35 Hours per week (Full time)

**Location:** Flexible hybrid working with expectation to attend Gaddum's office at least once per week or when required. (Office address: Greenfish Resource Centre, 46-50 Oldham Street, Manchester, M4 1LE)

### Job Purpose

Your role will be to provide effective and efficient administrative support to ensure the smooth running of Gaddum's NHS Talking Therapies service including processing referrals, scheduling appointments, and dealing with client enquiries.

You will be responsible for ensuring that all administration tasks are completed with a high level of accuracy and in accordance with relevant policies and procedures.

You will demonstrate a high level of professionalism and empathy towards clients and have an understanding of common mental health difficulties. A keen eye for detail, excellent organisational skills, and the ability to multi-task and effectively prioritise are key to the success of this role.

### Main Duties and responsibilities:

- Act as the main administrative point of contact on a daily basis for the therapists in the team who are based in different locations.
- Process referrals with a high level of accuracy and attention to detail.
- Support with the screening process of new referrals into therapy services.
- Recognise and respond to risk and safeguarding concerns within referrals, escalating to the Service Manager as appropriate.
- Communicate referral decisions to clients and healthcare professionals in line with procedures.
- Respond in a timely manner to client and professional enquiries received via any communication method (telephone, email, SMS, and face to face), signposting or referring to other services and organisations as appropriate.
- Manage multiple email accounts and diaries, including scheduling therapy appointments and ensuring appointment slots are always filled.
- Liaise with therapists / GP surgeries/ health care professionals and deal with Primary and Secondary Care Services for onward referrals.
- Print, post, or email various letters to patients, GPs, and Healthcare professionals.
- Send onward referrals to various services and deal with any follow-ups that are required.
- Ensure client record systems are kept up to date.
- Complete 'Patient Experience Questionnaires' with clients ending therapy.
- Support the Service Manager with the preparation of data for monitoring and reporting.
- Organise and take minutes of team meetings, communicating key information to staff.

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- Support with the onboarding and orientation of any new staff, volunteers, and trainees in the service.

## **Additional Duties and Responsibilities:**

- To participate in and seek process improvement and efficiencies with the administration team operating procedures, to provide increasingly effective services for our clients.
- Promote the work of Gaddum and safeguard its name and reputation at every opportunity.
- Understand and adhere to Gaddum's and relevant NHS policies and procedures.
- Promote and represent Gaddum at events and activities.
- Maintain a general understanding of the work of the whole organisation and attend staff meetings and 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.



Criteria	Essential	Desirable	Assessed*
<b>Qualifications &amp; Training</b>	English and Maths GCSE at grades C or above (or equivalent qualification)		AI
<b>Knowledge &amp; Experience</b>	<p>Excellent verbal and written communication skills, including accuracy and attention to detail.</p> <p>Excellent IT technical literacy, including of Microsoft Applications</p> <p>Previous clerical/secretarial experience.</p> <p>Knowledge of office systems and file management.</p> <p>An understanding of mental health and its impact on people.</p> <p>Knowledge of confidentiality and data protection issues.</p>	<p>A good understanding of Safeguarding Adults and Children.</p> <p>Experience working within a mental health setting</p>	AI
<b>Skills &amp; Abilities</b>	<p>Ability to work autonomously and take initiative within agreed parameters.</p> <p>Highly organised, with ability to work with competing priorities and constraints and manage a variety of tasks concurrently.</p> <p>Excellent customer relations skills, demonstrating a compassionate and empathetic approach to clients.</p> <p>Willingness and desire to embrace change, innovation and progress to support client care and service development.</p> <p>Problem solver and flexible creative</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>	AI



	<p>thinker.</p> <p>Calm and capable approach to high pressure situations.</p>		
<b>Attitudes &amp; Values</b>	<p>Committed to equality, diversity and inclusion.</p> <p>Committed to Gaddum’s values of supportive, diverse, professional, empowering and innovative and able to demonstrate them in all aspects of work.</p> <p>A flexible &amp; positive work ethic.</p>	Knowledge of Gaddum.	<b>AI</b>
<b>Others</b>	<p>Ability to travel independently throughout the areas where services are being delivered.</p> <p>Flexible approach to working hours to meet the needs of the service.</p>		<b>AI</b>