

# Gaddum

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**Job description: Senior Therapy Administrator**  
**Date: October 2025**

## About Gaddum

Gaddum is a mental health and carers charity supporting people of all ages. As well as providing services we act as an anchor institution to support the sustainability and development of the wider VCSE sector. Our vision is for every individual and community we walk alongside to have equitable health, wealth and self.

## Our Mission:

Being almost 200 years old, Gaddum has seen some of the most challenging and inequitable times in the UK's history, and the world we are living in is still one where so many don't have the opportunities or resources, they need to achieve their aspirations. Today we continue our mission – and we will do this by supporting, influencing, and campaigning as we push for equitable health, wealth and self.

We amplify the voices of the communities we serve, and we empower individuals to overcome challenges by listening, supporting, and advocating for their needs.

## We believe...

- everyone has mental health, and it is as important as physical health
- life can be hard, and everyone needs a helping hand sometimes
- everyone has a right to support, when and how they need it, and that no one should be overlooked
- in being of service by holding the whole individual at the heart of our approach and embracing solutions that lie within communities
- there is injustice in the world but both systems and society can change for the better
- we can be agents of positive change, working with others, learning from diverse lived experience, and advocating for fairness

## Our Values...

...are our foundations – they are what holds us firm in uncertain times, and they are our reference point for all that we do. We value:

<b>Being Heard:</b>	no matter why or how someone finds their way to us, we will listen
<b>Collaborative Curiosity:</b>	harnessing our skills, knowledge, talents and the insights of others, we create new possibilities by exploring with people
<b>Purposeful Work:</b>	paying attention to others' needs and voices, we channel our resources into actions and outcomes that matter to the people we serve
<b>Meaningful Connection:</b>	treating every individual as a whole person, developing relationships through empathy and acceptance
<b>Thoughtful Safe Services:</b>	providing clear reasons for decisions and efficient, safe and effective practices, we earn confidence and trust by focussing on quality

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**Job Title:** Senior Therapy Administrator

**Accountable to:** Programmes & Strategy Director

**Reporting to:** CYP Bereavement and Complex Care Therapy Coordinator

**Location:** Hybrid

**Salary:** £19,174.40 (full time equivalent £23,968)

**Hours:** 28 hours per week (0.8 FTE)

**Contract:** Permanent

## **Role Context:**

Gaddum provides therapeutic support within the CYP Bereavement Therapy Service and the Complex Care Therapy Service across Greater Manchester. Our CYP Bereavement Therapy Service is delivered across Manchester and Salford. Our Complex Care Service is delivered across Salford, Rochdale and Stockport. Our Kentown Support Service will be delivered across Greater Manchester.

## **Role Purpose:**

Working as part of the Gaddum CYP Bereavement Therapy and Complex Care Team, your role will be to provide effective and efficient administrative support to ensure the smooth running of Gaddum's therapy services. 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 appropriate professionalism and empathy towards clients both face to face and over the phone. A keen eye for detail, excellent organisational skills, and the ability to multi-task and effectively prioritise is key to the success of this role.

## **Main Duties and Responsibilities:**

- Processing referrals: adding them to our database as well as our waitlist spreadsheet, sending out therapy agreement emails to gain consent from families, communicating with referrers/other professionals where needed
- Screening referrals: for any unsuitable or high-risk cases, identifying those 16+ to help us build list for trainees
- Completing follow ups where needed - such as awaiting carer response to agreement/consent email, or we are waiting to hear back about something
- Responding to queries from professionals or service users
- Monitoring email boxes and supporting to monitor waitlist
- Completing IA's with families who are due to start therapy
- Assisting with therapy bookings where needed (may be contacting schools or community venues on behalf of therapists)
- Liaising with professionals and assisting with onward referrals
- Keeping records up to date
- Communicating cancellations/scheduling changes to therapists or clients or both
- Support therapists with collecting feedback from parents/carers
- Attend team meetings, assisting with minutes where possible, helping to share information with the team

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- Support with onboarding of new staff/volunteers/trainees, including support for CRM training and access
- Signposting for other services
- Communicate referral decisions to clients and healthcare professionals in line with procedures.
- SilverCloud supporter
- Assisting with data gathering for reporting if needed
- MHSDS submissions

## **Other Duties and Responsibilities:**

- Have awareness of all branches of Gaddum to be able to give this information to those who have enquiries
- Participating in wider Gaddum projects
- Assisting with service improvement where possible
- Adhering to policies and procedures
- Promote the work of Gaddum and safeguard reputation
- Representing Gaddum at events / activities

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job on 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.

All staff are expected to work within all Gaddum policies and procedures. This role is subject to DBS LEVEL CHECK

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## Person Specification:

Criteria	Essential	Desirable	Assessed
<b>Qualifications &amp; Training</b>	English and Maths GCSE at grades C or above (or equivalent qualification)		<b>Application/ Interview/ Test</b>
<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>Experience of a client facing setting.</p>	<p>A good understanding of Safeguarding Adults and Children.</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>	<b>Application/ Interview/ Test</b>

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<p><b>Skills &amp; Abilities</b></p>	<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>Willingness and desire to embrace change, innovation and progress to support client care and service development.</p> <p>Problem solver and flexible creative thinker.</p> <p>Calm and capable approach to high pressure situations.</p>	<p>Excellent customer relations skills, demonstrating a compassionate and empathetic approach to clients.</p>	<p><b>Application/ Interview/ Test</b></p>
<p><b>Values and Personal Attributes</b></p>	<p>Committed to equality, diversity and inclusion.</p> <p>Committed to Gaddum's values (listed above) and able to demonstrate them in all aspects of work.</p> <p>A flexible &amp; positive work ethic.</p>	<p>Knowledge of Gaddum</p>	<p><b>Application/ Interview</b></p>

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<b>Other requirements</b>	Ability to travel independently throughout the areas where services are being delivered.  Flexible approach to work to meet the needs of the service.		<b>Application /Interview</b>
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