



## Job description: **Clinical Administrator**

Hours: Part Time, self- employed post 5 hours a week. £15 per hour.

Reports to: Senior Administrator

### **Job purpose:**

The purpose of the job is to support the smooth and professional running of KWC's counselling service. This pivotal role supports the Clinical Manager's administrative tasks. The role is client facing and means responding to client enquiries and supporting counsellors as well as the Assessment process.

### **Main responsibilities:**

#### **Administration**

- Provide high quality administrative support to KWC's clients and staff.
- Responding sensitively to enquiries from clients.
- Work collaboratively with the Clinical Manager with recruitment of volunteer counsellors which includes setting up interview appointments, following up with volunteers post interview, booking in Clinical inductions and organising DBS checks.
- Update client and counsellor databases.
- Ensure enquiries are responded to in a timely manner.
- Carry out general admin duties including answering the phone, typing, filing, and photocopying.
- Support KWC project work.

#### **Finance and Charity Development**

- Support the Senior Admin Manger in collating monthly figures and finance reports for the Board of Trustees.
- Feedback to Senior Admin Manager on improvements to service.

#### **Building and Safety**

- Ensure counselling rooms are stocked with necessary equipment.
- Ensure there is sufficient stationery, refreshments and cleaning materials.
- Support Senior Manager with building management.
- Ensure all users at KWC work within the boundaries of Health and Safety policy and KWC Policies and Procedures.

#### **General**

- Monitor and review processes and procedures ensuring they are up to date and fit for purpose.
- Work within KWC's policies including safeguarding, Data Protection and Confidentiality policies.
- Attend regular meetings with Clinical Manager.
- Attend regular meetings with Senior Admin Manager.
- Attend internal and external training courses as appropriate.

#### **Knowledge, Skills and Experience**

- Working knowledge of Microsoft Office and Outlook. (Essential)
- Knowledge of administrative procedures including diary management. (Essential)
- Excellent written and verbal communication skills. (Essential)

- Able to engage with people of all levels. (Essential)
- Able to apply appropriate boundaries with confidence. (Essential)
- Experience of clinical based organizations and working with volunteers. (Desired but not essential)
- Experience of working on projects and meeting set deadlines. (Desired but not essential)
- Understand issues affecting women. (Essential)

### Values and Behaviours

- Acts with clear boundaries and confidential working practices.
- Shows tact, discretion, and judgement.
- Has a flexible approach and is open to new ideas.
- Able to communicate constructively, honestly, and openly with colleagues and accepts help from others.
- Has a commitment to delivering effective high- quality service.
- Committed to effective team- working, and demonstrates collaboration with colleagues.
- Is interested in developing self- knowledge and skills.
- Demonstrates energy and enthusiasm for the work delivered by KWC.

### Key Competencies

- Team work and collaboration.
- Organised.
- Communication skills.
- Problem solving.
- Decision making.
- Planning and organising.
- Time management.
- Delegation skills.
- Information gathering and monitoring.
- Initiative.
- Integrity.
- Adaptability.