

JOB DESCRIPTION

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a loved one. Grief Encounter is a leading UK bereavement charity, providing free, professional services and support to bereaved children, young people and their families. We predominantly work in London and Bristol whilst also having a national reach through our helpline 'griefftalk' and through the distribution of Grief Relief Kits.

JOB TITLE:	Clinical Administrator
SALARY:	Starting salary £23,000
LOCATION/BASE:	Grief Encounter Office, Mill Hill, NW7 4ST
CONTRACTED HOURS:	Full time (9am – 5pm - Monday – Friday)
RESPONSIBLE TO:	Clinical Services Manager

JOB SUMMARY:

The post holder will assist the Clinical Team, keeping spreadsheets updated, collating information for reports, DBS applications and general data collection and processing. They will also be responsible for supporting documentation related to clinical paperwork which will involve contacting and liaising with contractors and team members.

MAIN DUTIES & RESPONSIBILITIES:

- Assisting in the recruitment and DBS processes for new and existing staff
- Spreadsheet management and creation
- Assisting with monthly invoicing processes
- Processing documentation
- Database management
- Collating and chasing clinical documentation required
- Supporting liaison with clinical contractors
- Management and oversight of all clinical paperwork directed by CSM and HRM

This list is not to be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your post and, in addition, as a term of your employment, you may be required to undertake various other duties as may reasonably be required of you by your Employer.

COMMUNICATION:

- Ensure transparent, timely and accurate reporting to keep them informed of the work
- Keep records that facilitate communication
- Develop and maintain a professional standard in all communications and services
- Attend meetings as appropriate.

CHARITY DEVELOPMENT:

- Maintain and develop organisational culture, values and reputation within the project, with all stakeholders, staff, customers, suppliers, partners and regulatory/official bodies;
- Uphold, safeguarding policies and promote the organisation's values and philosophy relating particularly to ethics, integrity, corporate and social responsibility and environmentally sound policies and procedures

OPERATIONAL PLANNING & MANAGEMENT:

- Assist in ensuring that the day-to-day operations of the clinical services of the organization are effectively and efficiently coordinated, implemented and conducted within the framework agreed to by the CSD.
- Establish and maintain appropriate systems for measuring necessary aspects of operational management and development
- Monitor, measure and report on operational issues, opportunities and development plans and achievements within agreed formats and timescales
- Ensure that personnel, service-user and volunteer files are securely stored, and privacy/confidentiality is maintained
- Ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care.
- Ensure use of Child Protection Policies and Procedures

COMPLIANCE:

- Ensuring compliance with legislation and regulatory bodies

CONFIDENTIALITY:

Attention is drawn to the confidentiality aspects of this post. Matters of a confidential nature, including information relating to clients or staff must not under any circumstances be divulged to any unauthorised person.

REVIEW:

There will be a three-month probationary period, following which there will be a one-month notice period.

This job description will be reviewed as necessary to meet the needs of the service on no less than an annual basis in consultation with the post holder.

Qualifications

- Degree level education/equivalent

Experience

- Experience of working within a similar agency or role is preferable but not essential
- Able to work sensitively with confidential material
- Able to show commitment to working within a growing organization

Abilities

- Strong computer skills, including use of Microsoft Word and Excel
- Skills with pivot tables and Vlookup desirable
- Database experience preferred
- Excellent communication skills
- Excellent interpersonal skills
- Able to work within a team and be self-motivating
- Very good organizational and time management skills
- Able to prioritise/organize a busy and varied workload to meet work deadlines

Relationship Management

- Ability to establish and maintain positive working relationships with key stakeholders and statutory and voluntary bodies to facilitate the achievement of strategic and operational goals
- Be open to give and receive feedback in a positive and constructive manner

Personal Qualities

- Respectful, non-judgemental and empathic towards clients/colleagues
- Respect for confidentiality and boundaries
- Sense of responsibility and commitment to organisational excellence
- Shows integrity and honesty
- Professional and dedicated attitude to work
- Respect for equal opportunities is part of the work

This role requires someone who is confident, adaptable and willing to develop their role in line with the growth and expansion of the charity. Monthly supervision with the CSD will be provided.