

JOB DESCRIPTION

JOB TITLE	Assistant Clinical Administrator
REPORTS TO:	Deputy Head of Clinical Admin
ACCOUNTABLE TO:	Head of Exec and Clinical Admin
BASE:	ellenor – Gravesend
JOB SUMMARY:	To provide high quality customer-focused service for all incoming calls, staff and volunteers along with administrative support for the clinical teams.

JOB SUMMARY

Working alongside the Clinical Admin Team, the post holder will be responsible for providing an efficient and supportive administration service for all clinical services. This post requires a flexible and adaptable approach to changing needs and requirements and is an office-based only position.

DUTIES AND RESPONSIBILITIES

- To ensure all referrals are processed efficiently and accurately obtaining additional information when required.
- To ensure that all requests for information, both ad-hoc and routine are undertaken in a timely manner.
- To provide information and support over the telephone to professionals, patients, families and carers in a non-clinical capacity but within a clinical environment, transferring calls or taking messages as appropriate.
- To type and send letters, memos and e-mail ensuring copies are saved electronically.
- To participate in clinical or administration meetings as required, taking notes and following up actions as and when appropriate.
- Sort incoming post (both internal and external) and deliveries.
- Ensure post going out from ellenor is stamped correctly and taken to the post box.

PERSONAL RESPONSIBILITIES

- Maintain high standards of professional integrity by adhering to data standards, producing valid and reliable information.
- Maintain high standards in all forms of communication with colleagues.
- Ensure deadlines are met.
- Work independently, planning and prioritising tasks according to rapidly changing and potentially conflicting requirements.
- Ability to work with sensitivity, tact and commitment to confidentiality.

INTERNAL COMMUNICATION

To promote at all levels, **ellenor's** vision, values and strategic objectives.
To utilise the channels of communication developed across the Organisation in order to be fully informed and engaged with service developments.

HEALTH AND SAFETY

The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments within the Organisation, department or role.

GENERAL

- To be aware of the philosophy of the **ellenor** and to behave as a fit representative
- To abide by **ellenor's** general confidentiality policy
- To keep abreast of and work in accordance with **ellenor** policies.
- To undertake bi-annual performance review when personal development plan will be discussed
- To attend training when required

At **ellenor** we are committed to creating and managing a safe working environment for all our staff, visitors, volunteers and patients. All **ellenor** employees are expected to know, understand and deliver their Safety Responsibilities. All **ellenor** employees may be set at least one Safety Objective by their manager or supervisor which must be delivered if they are to meet their objectives.

Postholder's Name

Postholder's Signature Date

Manager's Name

Manager's Signature Date