

CLINICAL ADMINISTRATION CO-ORDINATOR (Appointments)

Key Terms and Conditions of Employment

Purpose of Job: The successful candidate will work within our Clinical Administration Team providing administrative support to Tavistock Relationships' Clinical Services with a range of activities.

Reports to: Head of Clinical and Project Operations

Location: Central London

Contract type: Permanent

Hours of work: 37.5 hours per week

Salary: £20,317 - £21,560 per annum depending on experience

Holiday: 25 days (rising to 26 days after 1 year of continuous employment and to 27 days after 2 years of continuous employment) plus 8 bank holidays

Pension: Group personal pension scheme
5% employee contribution – 6% employer contribution

About Us

Formed in 1948, Tavistock Relationships is internationally renowned as an organisation delivering and developing advanced practice, training and research in therapeutic and psycho-educational approaches to supporting couples.

We deliver professional training to the next generation of couple therapists and provide clinical services to couples and parents throughout London. We provide a range of affordable counselling and psychotherapy services which support clients experiencing challenges in their relationships, their sexual lives and their parenting.

In addition, we undertake research, service development and policy activities which encourage the development and growth of effective and innovative relationship support interventions.

Courses and Training

We provide accredited professional trainings in Counselling, Psychotherapy and Psychosexual Therapy, from introductory courses to doctoral programmes.

We also offer a full programme of CPD courses and conferences which provide opportunities for professionals to further develop their expertise.

Furthermore, we work with local and national government, the health sector, education and other voluntary organisations who commission us to develop and deliver training as well as relationship support programmes.

Counselling and Therapy Services

Our team of clinicians offer a range of affordable counselling and therapy services to support every individual, couple or parent facing relationship problems. Uniquely Tavistock Relationships is the only London based service that provides a payment sliding scale meaning that our services are accessible for all those who wish to use them.

For more information about our counselling and therapy services please visit www.tavistockrelationships.org.

Policy and Research

Tavistock Relationships undertakes service development, [policy and research](#) activities to encourage the development of effective and cutting edge relationship support services. We raise awareness of the importance of relationships to the health and well-being of our society by influencing politicians and policy-makers at the highest level.

We are committed to delivering the highest quality of service to all of our clients and to a culture of continuous improvement. [Read more](#) about how we review our services and ensure a commitment to quality.

Main accountabilities

- Dealing with all telephone and email enquiries in a confidential manner
- Arranging client appointments and providing clients with information about our services
- Maintaining and updating the room booking diary
- Providing administrative support for Clinical Services
- Assisting in the production of KPI management information for the Clinical Services
- Supporting the Senior Administrator and the Head of Clinical and Project Operations in general

Room Bookings Diary

- Maintaining and updating the room bookings diary
- Allocating rooms for clinical or meeting purposes and liaising with staff and clinicians to update them on any changes
- Liaising with the Head of Clinical and Project Operations ensuring that room resources are used efficiently to maximise resources

Administering Clinical Services

- Dealing with telephone enquiries in a confidential and professional manner including providing information on our Clinical Services
- Working in accordance with Tavistock Relationships' strict confidentiality procedures
- Managing email inbox(es) and responding to correspondence as required and in accordance with departmental procedures
- Using the clinical database to maintain and update confidential client records
- Registering new clients and liaising with clinicians to ensure smooth administration of the appointments process
- Processing client credit card payments
- Making up new client files

- Providing general administration including filing, faxing, photocopying, franking post and other tasks as required
- Ensuring consultation appointments are put on the online system and in liaison with the Head of Clinical Services and the rest of the Clinical Services team ensuring supply meets demand
- Providing administrative support as required to support the allocation of new therapy cases
- Supporting the administration of the Clinical Services departments as required by the Head of Clinical and Project Operations

Reporting

- Supporting the clinical management team by producing key performance data against organisational targets

Other duties

- Providing cover for reception as required
- Completing other reasonable tasks as required

Person Specification

Skills, Experience, Education and Personal qualities	Essential
	Experience of working within an administration role
	Experience of working with confidential and sensitive documents
	Excellent skills in: Microsoft Office package, CRM system, Electronic diary booking systems
	Confident and professional telephone manner
	Excellent organisation and multi-tasking skills
	Experience in a related sector
	Ability to work unsupervised and manage own work load
	Positive 'can do' attitude
	Systematic approach
	Reliable with excellent time keeping
	Show self-initiative and thinking of creative solutions to problem solving
	Adaptable and open to learning new IT skills