**JOB DESCRIPTION**

**Role:** **Therapeutic Team Administrator**

**Office Location: TBC**

**Reports To: Therapeutic Coordinator**

**Hours of Work:** 37.5

**Supervisory Responsibilities:** No

**Travel Required:** Occasional

**MAIN PURPOSE OF JOB:**

**To provide therapeutic, professional, comprehensive and flexible administrative support in this ‘hands-on’ position in the delivery to the Compass Therapeutic Service.**

**OUTLINE OF DUTIES:**

1. **Therapy Referral Tasks:** To carry out a range of therapeutically focused duties, specifically ensuring clear and effective communication between independent therapists and Compass staff.

* Support in monitoring therapy referrals inbox. Action requests where possible and redirect queries as necessary. Forward referrals to appropriate persons including fostering therapeutic practitioner requests.
* Identify possible therapy styles and suitable therapist; make initial availability enquiry.
* Follow up referral returns if delayed in receiving from parties as per process/policy timeframes.
* Add referral information to referral tracker.
* Identify appropriate therapist as per referral form and allocate possible therapy work, including identifying availability.
* Contact therapists and other parties using linking email when referral has reached agreement.
* Maintain and update trackers with updated information at each referral stage.
* Initial contact of potential therapists, completion of suitability call for review by Therapy Lead.
* Collate missing information on existing referrals/Young people attending therapy i.e. contact numbers, email addresses, missing reports.
* Source rooms for therapy as required
* Work directed by Therapeutic Coordinator.

1. **General Admin/Support:** To carry out a complete range of administrative tasks under the direction of the appropriate Line Manager.

* Support in monitoring therapy admin inbox. Action requests where possible and redirect queries as necessary.
* Complete Weekly and Monthly compliance checks to ensure the accuracy of trackers and sufficient recordings on Company databases.
* Support with therapist queries into the service
* Support Therapeutic Services staff with updating and formatting of reports and other documents as required.
* To prepare documents and responding correspondence in the appropriate format.
* Typing to include as and when required: reports, mail merge letters, spreadsheets, correspondence, forms, etc
* To support with the planning and booking of events
* Have a working knowledge of minute taking and recording action points;
* All aspects of administration to include (not exhaustive); filing, shredding, scanning, answering phones, data inputting, auditing, chasing missing paperwork,
* Ability to manage own case load, prioritising tasks as appropriate.
* To assist the Therapeutic Coordinator in maintaining a fully functioning administration service
* To become a Compliance Champion of Company Databases for each Service across all Regions. To ensure that all staff can use the Databases to effectively input information.

1. **Safeguarding:** To collate, copy and process, where appropriate, all occurrences (accidents, incidents, allegations, complaints etc.) in line with organisational policy and procedure.
2. **Meetings & Minutes:** Attendance and participation at meetings as required and ensure accurate, detailed and appropriate minutes are produced (including face-to-face meetings, TEAMs and conference calls).
3. **Statistical Information:** To provide clear/accurate statistical information as required.
4. **Database Inputting:** Manage, organise and update relevant data using database applications and excel.
5. **Auditing & File Archiving:** To undertake regular file and database audits, reporting findings to Line Manager. Ensure files are kept up-to-date both via the database and e-files in line with timescales.
6. **Flexible Approach:** Ensure all Support Service functions are compliant and assist the Heads of Service in preparation for regulatory inspections.
7. **Office Supplies:** Monitor and assist in the ordering and maintenance of office supplies, checking and distributing accordingly to ensure operational effectiveness.
8. **Service Cover:** To provide cover in the absence of other staff as directed.
9. **Data Protection:** Work within the provisions of the Data Protection Act, observing strict confidentiality in relation to all aspects of work undertaken. Assisting with Subject access requests and Foster Carer file reads when required.
10. **Health and Safety:** To be aware of and work within the Company’s health and safety policies, relating to the working environment and building security, reporting any issues promptly to immediate Line Manager. Assisting the Therapeutic Coordinator in undertaking risk assessments as required.
11. **Personal Development:** Develop personal skills and capability through on-going training as provided internally by the company or externally subject to company approval and as agreed with your Line Manager.
12. **ADDITIONAL RESPONSIBILITIES:**

* The nature of the residential/fostering/education/therapy agency means that tasks and responsibilities are sometimes unpredictable. Staff are therefore expected to work flexibly when the occasion arises where tasks, which are not specifically covered in the job description, have to be undertaken.
* Travel to other offices within the Region will be required to attend induction, training or meetings and office cover.
* The above duties are neither exclusive nor exhaustive and the post holder may be required to carry out other duties, deemed appropriate by their Line Manager.