



Job description

Post Title:	Clinical Administrator
Reporting to:	Centre Manager
Key Relationships:	Clinical Services Manager, Clinical Director, Centre Manager and Therapists
Purpose of Post:	To support the therapeutic work of icap by providing a high quality administrative service for all aspects of the work.
Terms:	Full Time, 12 Months with potential for permanent
Salary:	£26,000 plus 5% pension
Hours:	35 hours per week, with occasional out-of-hours work and travel
Location:	Finsbury Park, London

Main Responsibilities

Clinical Administration Duties

1. Reception

- Ensuring reception is clean and tidy and the centre is ready to receive clients
- Ensuring sensitive and appropriate response to icap clients in person and on the telephone
- Answering the door and the telephone
- Taking messages for therapists and other colleagues
- Liaising with therapists regarding availability and other client issues.
- Responding to enquiries from potential clients

2. Client administration

- Setting up client case files
- Writing to clients and sending out referral forms
- Arranging appointments with clients for assessments and therapy in consultation with the Clinical Services Manager
- Co-ordinating room bookings, appointments and the clinical diary using Microsoft Excel
- Attending and minute taking at clinical team meetings
- Maintaining strict confidentiality in relation to all clinical information

3. Responsibly for the client database, the evaluation database and the production of detailed and accurate statistical reports

- Inputting data on the client database and evaluation database and other databases
- Taking responsibility for ensuring that the client database and evaluation database are kept up to date.
- Producing regular and timely reports for the CEO, Clinical Director and Clinical Services Manager
- Generating invoices in an accurate and timely manner

4. Training Administration

- Working with the clinical director to ensure the efficient delivery of icap's in-house training programme for therapists and other training as required
- Advertising the programme via email, website and social media
- Managing venue bookings, technical requirements and payments
- Liaising with trainers and participants including travel bookings

5. Fundraising

- Attending and assisting at occasional events
- Welcoming guests and potential donors who visit the project.

Other tasks

- Working with and inducting volunteers who provide reception cover
- Complying with icap's diversity policy in all aspects of the role