



Someone to talk to when you need it most

Clinical Administrator (part-time)

The Harbour is a small charity based in the centre of Bristol. Our vision is that everyone in Bristol has a safe space to talk and be listened to when they face death, dying and bereavement. Since 1991 we have offered counselling and psychotherapy services to people with a serious of life-threatening illness, their carers and loved ones, and people who have been bereaved. Since the Covid-19 pandemic we have transitioned from face-to-face counselling to offering these services remotely via video call and telephone.

Covid-19 has made our service more relevant than ever before, as more people face the impact of life-threatening illness alongside the pressures of lockdown. Referrals to The Harbour are increasing and we anticipate that we will be needed more than ever as we emerge out of the pandemic in the months to come.

We are looking for a compassionate and organised administrator who can take ownership of our clinical administration. This is a vital role for our organisation – you will be the first point of contact that many people have with the service, and your work will underpin the support they receive from our therapists. You will have strong attention to detail, as well as the ability to adapt our admin systems and processes if needed as circumstances change. You will be comfortable balancing the need for an empathic response to people who are in great distress with the need to gather the information we require to deliver a safe, effective and timely service.

Above all, you will want to make a difference to people in Bristol who face death, dying and bereavement. If you want to join our friendly and committed team then we would love to hear from you.

To apply for the role, please contact us on info@the-harbour.org.uk to request an application form.

For an informal conversation about the role please contact Sam Thomas (Chief Executive) on 0117 925 9348 or email sam@the-harbour.org.uk.

The Harbour
30 Frogmore Street
Bristol BS1 5NA

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info@the-harbour.org.uk | the-harbour.org.uk
Registered Charity No. 1008360 | Registered Company No. 2681075

CLINICAL ADMINISTRATOR (PART-TIME)

Hours: 21 hours per week (0.6 FTE worked over a minimum of 3 days)

Salary: £19,420 FTE (approx. £11,652 pro-rata)

Contract type: Permanent (subject to funding)

Reports to: Organisational and Premises Administrator

JOB DESCRIPTION

Carry out clinical administration at The Harbour:

- Take referrals into our service over the phone and via email.
- Communicate with clients via telephone and letter.
- Liaise with the Clinical Lead to allocate clients to therapists.
- Book assessment appointments and regular counselling appointments with clients and therapists.
- Maintain accurate, up-to-date records on The Harbour's activity with clients using The Harbour's CRM.

KEY RESPONSIBILITIES

- Manage all aspects of clinical administration, including:
 - Taking referrals over telephone and email from people who want to access our service.
 - Arrange clinical appointments with clients, and liaising with therapists about their availability.
 - Distribute evaluation forms and recording them on our CRM.
 - Maintain accurate and up-to-date information on all aspects of the clinical service using our CRM.
- Work with the Clinical Lead to allocate clients to available therapists.
- Be the first point of contact for therapist and client queries about:
 - The referral process.
 - Appointment times and availability.
- Produce reports on clinical activity as required.

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

PERSON SPECIFICATION**Qualifications**

- Educated to A-level or equivalent.

Essential qualities

- Able to balance a compassionate approach with the need to maintain professional boundaries with clients and colleagues.
- Resilient and sensitive to the challenges of working with death, dying and bereavement.

Essential skills and experience

- Proven track record of administration.
- Excellent telephone and written communication skills.
- Strong attention to detail.
- Experience of using a CRM to record data and produce reports.
- Excellent Microsoft Word, Excel skills.
- Experience of managing appointment bookings.
- Ability to work under your own initiative and as part of a team.
- Ability to work under pressure.

Skills and knowledge (desirable)

- Use of CiviCRM.
- Experience of working with people experiencing distress and / or illness/bereavement.

RECRUITMENT PROCESS

To apply for the role please email info@the-harbour.org.uk requesting an application form.

For an informal conversation about the role please contact Sam Thomas (Chief Executive) on 0117 925 9348 or sam@the-harbour.org.uk

The deadline for applications is 9am on Monday 16th November.

Interviews will take place on Zoom during w/c 23rd November.