



## **Clinical Operations and Administration Officer Job Description**

**Reporting to:** Clinical Administration Manager

**Hours:** 37.5 hours per week

**Salary:** £25,624.28 pro rata per annum

### **About the Organisation**

The Living Well Consortium is a network of over 30 third sector organisations working to improve the mental health and wider wellbeing of the local people, especially those who are most in need. We offer high quality, responsive, specialist services and initiatives including one-to-one counselling services, culturally sensitive support, guided self-help, relaxation techniques, telephone counselling, and other accredited talking therapies.

We have been successful in securing contracts with NHS Birmingham and Solihull Integrated Care Board to develop and deliver new approaches to psychological support to people in the community in Birmingham, under the Improving Access to Psychological Therapies (IAPT) programme.

We aim to position the Consortium to be able to take a leading role in the design and delivery of mental health and wellbeing services in Birmingham, and to enable voluntary sector organisations to work together to respond to the current funding challenges in the health and charitable sectors.

### **Overall purpose of the role**

To receive referrals from clients directly (self-referrals), GPs and other health or care professionals and book client appointments for Mental Health assessments and Mental Health treatments. This will involve efficiently collecting and accurately recording data and entering it into the Data System.

To monitor demand and risk in the Limbic and Silvercloud referrals process, as well as conducting wellbeing calls.

To ensure the referral process is efficient, transparent and user friendly for the client, and seamless and well recorded for the organisation.

To support with administration across the clinical team, including minute taking.

### **Key duties and Responsibilities**

- Receive, monitor and proceed with referrals received via email, phone, in person, and via other referrals pathways.
- Answer client queries in relation to referrals.
- Schedule patients for Assessment and Treatment appointments.
- Deliver administrative functions such as letter-writing, uploading and posting documents/letters and other administrative roles as agreed.

- Enter data on agreed data systems.
- Take phone calls from GPs, patients and stakeholders and refer all accordingly.
- Devise and post letters for (but not restricted to) clients, client representatives, or referral sources and ensure all are filed securely.
- Maintain and develop efficient filing systems.
- Maintain data entry requirements by following data programme techniques and procedures.
- Verify entered client data by reviewing, correcting, deleting, or re-entering data; cross referencing data from multiple systems when account information is incomplete; purging files to eliminate duplication of data.
- Maintain operations by following policies and procedures; reporting needed changes.
- Maintain client confidence and protect operations by keeping information confidential.
- Escalate clients with risk indicators to the central clinical team or to the appropriate member of staff.
- Monitor service referrals via Limbic and Silvercloud for risk and flag these according to the correct procedures and processes.
- Ensure that all referrals via Limbic and Silvercloud are fully completed with all necessary information submitted.
- Conduct phone calls with GPs, clients, and stakeholders where necessary.
- Manage the referrals process for FTB via Rio and answering related queries.
- Conduct wellbeing calls with clients who are awaiting the start of their formal treatment.
- Escalate clients with risk indicators to the central clinical team or appropriate member of staff.
- Provide administrative support to the clinical team including minute taking.
- The development and administration of other LWC processes.
- Work within the organisations policies and procedures.
- Undertake such other duties commensurate with the role.
- Understand and work within the ethos, aims and objectives of LWC.

## **Person specification**

- A relevant clinical degree/qualification or relevant clinical experience.
- Understanding of data entry, extraction and quality management in an office environment.
- An understanding of anxiety and depression and its presentations
- Understanding of common mental health problems.
- Excellent organisational skills.
- High level of attention to detail.
- Effective time management and workload management.
- Confident communicator at all levels.
- Good written and verbal communication skills.
- Ability to operate independently with minimal supervision.
- Ability to work as part of a team.



- Good understanding of MS office applications, particularly Word, Excel, Outlook, and PowerPoint.
- Experience of using data systems such as laptop.
- Sensitivity in handling telephone calls and supporting clients to clarify their needs and requirements.
- Ability to motivate self and others.
- Positive and energetic approach to work.
- High level of integrity and understanding of confidentiality and discretion.
- Empathy with the aims and values of the organisation.
- Commitment to continuous improvement including own professional development.
- Commitment to principles of Equal Opportunities.

**Statement:**

This job description will be agreed between the jobholder and the manager to whom they are accountable. It may be reviewed in light of experience, changes and developments.

The information being handled by employees of Living Well Consortium is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Policy including possible dismissal. In the case of computerised information, could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Employees must take reasonable care and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Living Well Consortium is committed to Equal Opportunities in Employment and therefore it is the aim of Living Well UK to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

Living Well Consortium is responsible under the existing equality and diversity legislation to ensure equality issues are promoted and you are expected to work with Living Well Consortium to fulfil these obligations, Living Well Consortium policies and codes of good practice.

**Due to the nature of this post it is subject to a Disclosure and Barring Service (DBS), criminal records check.**

***Living Well***  
***Consortium***

