

## **JOB DETAILS**

**Job title:** Clinical Administrator

**Reporting to:** Clinical Administration Manager

**Place of work:** Nafsiyat Intercultural Therapy Centre  
Unit 4 Lysander Mews, Lysander Grove, London N19 3QP

**Hours:** Mon-Fri, 9:30am-5:30pm

**Salary:** £21,000



### **About Nafsiyat**

Nafsiyat exists to reach those who are systematically failed elsewhere in society, isolated by skewed power dynamics which underly, and/ or intensify, the experience of mental ill health. Nafsiyat was established in 1983 by psychotherapist Jafar Kareem as a grassroots, community-based response to the need in North London-based BAME communities. We were the first therapy centre in the UK to take account of the cultural background of the patient and therapist, and recognise its importance in therapy. We exist to ensure that the diverse religious, cultural and ethnic communities in London can access culturally sensitive psychotherapy and counselling services; we also provide therapy in over twenty languages. Our staff and volunteers come from diverse cultural backgrounds.

### **Purpose of the Job**

To provide efficient administrative support for the delivery of a therapeutic service; primarily to provide good customer service to both clients and external organisations, accurately maintain the client databases, and perform other general administrative duties for the smooth running of the office.

### **Main Duties and Responsibilities**

1. Provide professional administrative support to ensure the smooth and efficient running of Nafsiyat's clinical services.
2. Daily collection and inputting of data, and maintenance of databases.
3. Manage sensitive data/information with discretion and confidentiality.
4. Liaise with therapists internally and other stakeholders externally to ensure that referrals and appointments are followed up.
5. Provide user friendly and efficient front-of-house receptionist service.
6. Answer enquiries regarding the services offered.
7. Process mail by receiving and recording all incoming and outgoing post.
8. Prepare written correspondence to in relation to clients and their appointments.
9. Regular communication via telephone/email/video platform.
10. Keep accurate and up to date records and to maintain clear filing systems, both IT and paper based.
11. Provide reports, as requested, on therapy activity using various databases and spreadsheets.

12. Coordinate and service room booking.
13. Work collaboratively with clinical colleagues to ensure seamless client-centred service.
14. Provide support to Clinical Administration Manager, Clinical Lead, and other senior staff.
15. Carry out all aspects of the role in a satisfactory manner and within the guidance of the Nafsiyat's Mission, Values and Strategic Objectives.
16. Undertake any other duties commensurate with the role of Clinical Administrator in relation to the provision of the services offered by Nafsiyat, when requested.

## PERSON SPECIFICATION

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| <b>Experience</b>                      | <p>At least 2 years' experience of working in a patient or client centred environment.</p> <p>Experience of working with either patient or client system and data management.</p> <p>Administrative experience within a mental health and/or clinical and/or charity setting.</p>   |
| <b>Education/<br/>Qualification</b>    | <p>Educated to diploma level or equivalent in Business Administration or related field.</p>   |
| <b>Skills/Knowledge<br/>/Abilities</b> | <p>Ability to carry out calculations and collate statistical information.</p> <p>Ability to communicate effectively, verbally and in writing.</p> <p>Organised, methodical and capable of extremely accurate work.</p> <p>Ability to work on own initiative with a problem-solving approach to the work.</p> <p>Supports colleagues and keeps others informed of key issues that affect them. Promotes positive &amp; productive team working. Is approachable and cooperative.</p> <p>Interpersonal skills to be able to interact professionally and courteously with clients, colleagues, other service users and professional contacts.</p> <p>Highly developed IT skills (especially Microsoft Office and virtual meeting technology).</p> <p>Ability to work under pressure to deadlines and deal with conflicting priorities effectively.</p> |

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|  | <p>Flexible approach to work and a helpful attitude in supporting the team.</p> <p>Ability to represent the organisation externally e.g., at meetings with stakeholders.</p> <p>Clear understanding of respect and confidentiality.</p> <p>Ability to cope with sensitive and/or emotive material.</p> <p>Flexible to work remotely or face-to-face as required.</p> |
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## **OTHER INFORMATION**

### Equal opportunities

The post holder must at all times carry out their responsibilities with due regard to Nafsiyat’s Equal Opportunities Policy.

### Health & safety

All employees are subject to the Health and Safety at Work Act. The post holder is required to pro-actively comply with their duties as described in Nafsiyat’s Health and Safety Policy.

### Confidentiality

All employees are required to work in a confidential manner in all aspects of their work with regard to Nafsiyat’s Code of Ethics and practice, data protection and other relevant policies.

### Safeguarding

Nafsiyat is committed to safeguarding adults at risk and children, and we require all staff and volunteers to share and demonstrate this commitment. The successful candidate will have to meet the requirements of the person specification and will be subject to pre-employment checks including a health check, an enhanced DBS check and satisfactory references.

## **HOW TO APPLY**

Please submit a CV and cover letter (no more than 2 pages) detailing your suitability for this position according to the person specification, stating when and where skills and experience were gained. Applications without a cover letter detailing suitability, won’t be considered.

**Email:** [recruitment@nafsiyat.org.uk](mailto:recruitment@nafsiyat.org.uk)

**Deadline:** 5pm, Thursday, 24<sup>th</sup> June 2021