



## Job Profile

<b>Post:</b>	Service Administrator
<b>Line Managed by:</b>	Service Manager
<b>Clinical Support by:</b>	Clinical Lead
<b>Responsible for:</b>	Administrative support to The Green House service: working alongside the Clinical Lead and Service Manager as the first point of contact for families and professionals, entering data onto the case management system, and setting up therapy appointments.
<b>Contracted Hours:</b>	37 hours per week
<b>Salary:</b>	£28,875
<b>Working Days:</b>	Mondays and Tuesdays – 9.30-6.30pm Wednesdays and Thursday – 9.00-5.00pm Fridays – 5 hours (to be discussed)
<b>Contract:</b>	Permanent, subject to service funding

### About the Green House

The Green House is the only specialist service providing support to children, young people and families living in Avon and Somerset who have experienced sexual abuse.

The service The Green House provides is distinct in four ways:

1. We are evidence-based, with everything we do guided by research and best practice
2. We are led by the voices of young people and their families
3. We are centred on community and connection
4. We are focused on the transformational power of the creative arts in helping survivors to rebuild their lives

In 2022, the service moved from one support option (therapy) to a whole family, community-based model that prioritises creative responses and survivor voice. The impact has been remarkable with a significant reduction in the time children and families have had to wait for therapy and support.



Although The Green House delivers a local service, the work we do is increasingly leading the way in changing the national response to child sexual abuse – from delivering national training on Pre-Trial Therapy to our involvement in the Upfront Survivors project.

It is an exciting time to join us as we embed our new service model, develop a new strategy, and look to increase both our local and national visibility. You will be joining an ambitious team who work tirelessly to improve the lives of children, young people and families who have experienced sexual abuse.

### Purpose of the Job

The Service Administrator sits within The Green House (TGH) under the direction of the Service Manager and Clinical Lead. They will be part of a busy and friendly team and responsible for supporting families with accessing both the therapy and family support services. They are also responsible for day-to-day administration of the whole service. Day-to-day responsibilities may also include supporting the Operations Team in their absence, contributing to upholding the maintenance of the therapy building. The normal place of work is The Green House, Bristol, however it may be necessary from time to time to attend meetings and events elsewhere.

### Key Duties and Responsibilities

1. To provide effective administrative support to TGH direct services including our referral and therapy/support pathway and processes.
2. To develop a thorough understanding of TGH services and link with other relevant services.
3. Input Request for Support Forms (Referrals) into the case management system and highlight any potential safeguarding or risk issues to the Designated Safeguarding Lead.
4. Respond to referrers and send copies of referrals securely to our partner agencies.
5. Be the first contact with some families, young people and professionals who contact us for information and signposting as appropriate.
6. Gather information from other professionals at the point of referral or allocation as advised by the Clinical Lead and Service Manager.
7. To welcome all clients on arrival and respond to enquiries from young people and families in a personable, compassionate, and knowledgeable way.
8. To respond to client, parent/carer and professional enquiries via telephone, email, website contact form, voicemail, or text message in an appropriate and informative manner.

9. To keep the case management system up to date with all notes relating to client/parent/carer/professional contact.
10. To maintain a database of services and provide signposting information to other services, when appropriate.
11. To work with the Clinical Lead to manage and co-ordinate the therapy allocation slots on our database and associated spreadsheets.
12. To offer assessment and therapy appointments to clients and/or parent/carers, using phone, email, or text.
13. To answer day-to-day operational queries from Therapy/Family Support staff.

### Key Service Administration Duties

1. To use the current case management system to enter and extract data for internal and external reporting of the service where appropriate.
2. To support with the administration of meetings when required (e.g. room bookings, agenda and taking minutes).
3. To input safeguarding concerns onto the master log and keep up to date.
4. Ensure referrals out to partner agencies are completed via the secure mailbox and documented within the case management system.
5. Make updates to the Administration Handbook as and when required (alongside Service Manager).
6. Respond to Pre-Trial Therapy Notes requests and following our Pre-Trial Therapy Protocol.
7. Ensure client letters/post are sent securely in a timely manner.
8. To gather and record feedback from families who have finished their support with the Family Support Worker Team using the case management system.
9. Respond to and complete therapy material order requests with guidance from the Operations Team/Finance Manager.
10. Other general administrative duties as required including support to the Senior Leadership Team where appropriate with administrative tasks.

### Communications

1. To support with some updates to the TGH website as and when needed
2. To support with designing the layout of information sheets, posters and resources for new services/projects within TGH, when required.

### General Responsibilities

1. Adhere to safeguarding procedures outlined in The Green House's Children and Adults Safeguarding Policies.

2. Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
3. Ensure that all work is carried out in line with Health and Safety and other policies outlined in The Green House Bristol's Employee Induction Pack and Handbook.
4. To contribute to the ongoing development of the organisation by helping to improve systems and procedures.
5. Work with the team to facilitate effective communication across the organisation.
6. To attend and making good use of clinical supervision and line management.
7. Assist HR and Operations Officer with basic housekeeping and maintenance requirements, such as, being a point of contact for reporting and logging any maintenance issues in the building in the absence of the Operations team on site.
8. Answer the door to maintenance callouts and directing visitors around the therapy building.
9. To undertake other duties as required in keeping with the aims of this post.
10. To work within the values of The Green House.

Although the core duties are set out within this Job Description, a flexible approach to work is essential. The Service Administrator may be required to adapt their working style to take account of changes to working practices.

## Person Specification

<b>Criteria</b> <i>E=Essential</i> <i>D = Desirable</i>	<b>E/D</b>
<b>Knowledge and understanding</b>	
Knowledge and understanding of how mental health issues, sexual abuse and trauma can affect children, young people and families.	<b>D</b>
Have an awareness of the emotional impact working with issues of child sexual abuse and trauma can have; and understand the need for good self-care to support with this.	<b>D</b>
Awareness of adult and children's safeguarding principles.	<b>E</b>
Knowledge of ICT including Internet, and Microsoft Office Excel and Word.	<b>E</b>
Understanding of anti-discriminatory practice and working in ways that are inclusive of all cultures and identities.	<b>E</b>

Knowledge of administrative databases.	E
<b>Skills and abilities</b>	
Ability to work within boundaries to respond to clients and professionals in a compassionate and personable manner.	E
Ability to complete time-sensitive tasks by agreed deadlines.	E
Confidence in dealing with a variety of telephone calls, including talking to distressed callers.	E
A mature and sensitive approach to liaising with families, clients, and professionals.	E
Excellent organisational skills.	E
Initiative, flexibility, and the ability to work within a busy office without direct supervision.	E
Ability to maintain attention to detail whilst multi-tasking.	E
<b>Experience</b>	
Minimum of 3 years' recent experience in a similar administrative role.	E
Proven experience of using database systems.	E
Working within an organisation that deals with sensitive and confidential information.	D
Listening skills training and experience through previous paid or voluntary role(s), such as, a listening and support/ signposting service or clinical administration role.	E
<b>Other Requirements</b>	
Commitment to improving access to The Green House for all children and families to promote equality, diversity, social justice and change. And be able to engage in self-reflection and continuous learning to support this.	E