



**BRANDON CENTRE FOR COUNSELLING AND PSYCHOTHERAPY
FOR YOUNG PEOPLE**

26 PRINCE OF WALES ROAD LONDON NW5 3LG

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A. OUTLINE OF POST

Job Title	Receptionist Administrator
Hours	Full time, 35 hours per week (includes evenings and some Saturday cover)
Location	The Brandon Centre, 26 Prince of Wales Road, London NW5 3LG and other sites, as required
Reports to	Operations Manager
Accountability	The post holder shall be accountable to the Council of Management of the Brandon Centre through the CEO

B. JOB SUMMARY

The post holder will provide reception and administrative support to all the services that operate out of the Brandon Centre and outreach sites.

The post will normally be based in the reception area at the Brandon Centre, they will therefore be largely involved in the meet and greet of young people accessing the Centre for sexual health services and psychotherapy/counselling, and helping the teams ensure the smooth running of clinic services.

They will also be available to assist with other administrative tasks related to centre wide management as detailed below, which include facilities management and data management.

C. BRANDON CENTRE OVERVIEW

The principal objective of the Brandon Centre has always been to provide a professional, accessible and flexible service which responds to the psychological, medical, sexual and social needs of young people age 12- 25 yrs.

Services include:

- individual counselling and psychotherapy for young people, using a range of evidence based therapies

- contraception and sexual health service
- Systemic Integrative Treatment therapy for families
- parent management programmes
- therapeutic work in community settings (outreach)

D. PRINCIPAL DUTIES AND RESPONSIBILITIES

General duties

- To open up and close the centre in accordance with procedures.
- To greet service users and visitors to the Centre, in a courteous, friendly and helpful manner.
- Deal with face to face, telephone and email enquiries from the public about the range of services available and to direct them to other services if necessary.
- To ensure that telephone queries and emails are dealt with promptly and efficiently, and relay messages to staff accurately.
- To ensure clinical, front office and public areas are adequately stocked with clinical supplies, forms, stationery and client information.
- To ensure that the public and waiting areas are clean, tidy and safe at all times.
- To liaise with clinicians and other staff in all the Brandon Centre services to ensure the smooth running of the Centre and to understand the importance of teamwork.
- Routine reception/administrative duties for all Brandon Centre services which will include: making up patient files, texting clients, filing, photocopying, shredding and recycling, answering phone and forwarding calls, taking meeting minutes, letter writing, managing the post, organising and maintaining appointment diaries.
- Enter confidential data and clinical activity is transferred from client's files onto the appropriate database on a daily basis.
- Maintain effective and efficient filing and archiving systems.
- Maintaining meeting room and other room booking systems in conjunction with colleagues.

Support to CaSH service:

- To follow service procedures for the booking of appointments
- Supply condoms and self-test kits to 'drop in' clients (training will be given), keeping accurate records.
- Prepare individual client packs of condoms, self-test kits and other resources as directed.

Facilities Management:

- Act as one of the designated Fire Marshalls and First Aiders for the building (training will be given).
- Undertake necessary health and safety tests (e.g. Fire alarm, panic alarms, emergency lighting and water), keeping accurate records.

Responsibility for Policy and Service Development

- Proactively participate in one to one meetings with line manager, identifying own learning needs, and ways that these may be met.
- Communicate issues of concern relating to the behaviour, conduct or practice of colleagues to the CEO as appropriate.
- Report untoward incidents and any other relevant information to a clinician, operations manager or CEO and to complete an incident report if necessary.

Responsibility for Data and Information Resources

- To locate and pull notes for existing clients and prepare all relevant documentation as required.
- To accurately record and amend client information to acceptable data quality standards using the manual systems in place and any new electronic systems as they are introduced.
- To accurately record and collate statistical data in the form of client attendance/activity and centre establishment levels.
- Undertake relevant training for electronic information systems in place and under development.

General responsibilities for all Brandon Centre staff

All employees of the Brandon Centre are required to observe legislation, Brandon Centre Policies, standards and guidelines relating to confidentiality, information governance, risk management, safeguarding children, safeguarding adults, equal opportunities, data protection, freedom of information, health and safety, infection control, and the Health and Social Care Act 2008 (previously known as the Hygiene Code).

Confidentiality and data protection

All Brandon Centre employees are required to ensure that personal data and personal information concerning service users and staff is protected at all times, to maintain confidentiality in accordance with the Brandon Centre's policy on confidentiality and information governance, and data protection legislation.

Staff are required to obtain, process and/or use personal information in a fair and lawful way, to hold personal information only for the specific registered purpose, and to only share or disclose data to authorised persons or organisations following the strict guidelines and principles as outlined in Brandon Centre policies as instructed.

All Brandon Centre employees are expected to sign a confidentiality agreement on taking up their post at the Centre.

Safeguarding of children and adults

All staff have a responsibility to safeguard and promote the welfare of all children and adults that they come into contact with during the course of their work at the Brandon Centre. The post holder will receive the appropriate level of training, both at induction and on an on-going basis. She/he is responsible for ensuring that they are familiar with, understand and always work within the safeguarding policies of the organisation.

Health records, record keeping and record management

All staff have an obligation to ensure that patient records (both paper and electronic) are maintained in accordance with Brandon centre policies, to facilitate clinical care and effective administration, and to ensure that confidentiality is protected at all times. All staff are advised to compile records on the assumption that they are accessible to patients in line with the Access to Health Records Act 1990.

Equality and Diversity

The Brandon Centre is committed to equality in employment and service delivery. Its Equal Opportunities Policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justified. All those working for Brandon Centre are expected to actively promote equality and diversity in all aspects of their work.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and 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.

Infection Control

The post holder will ensure compliance with the Brandon Centre's Infection Prevention and Control policies and procedures, and the Health and Social Care Act 2008, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

Waste disposal

All staff must ensure that waste produced within the Centre is disposed of in such ways that control risk to health or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Smoke free environment

There is a no smoking policy in operation in the Brandon Centre. In accordance with this policy smoking is positively discouraged and is not permitted on the premises.

To be noted:

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties in discussion with the manager.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

PERSON SPECIFICATION: Centre Receptionist/Administrator

QUALIFICATIONS			
Description	Essential	Desirable	Evidence
GCSE A – C in English and Maths or equivalent	Yes		Original certificates and Application
Educated to 'A' Level standard or relevant Business Support qualification		Yes	Original certificates and Application
EXPERIENCE			
Description	Essential	Desirable	Evidence
Experience of working with young people and clients from diverse backgrounds		Yes	Application and Interview
Significant experience of working as a receptionist	Yes		Application and Interview
Experience of working in a busy, public facing environment	Yes		Application and Interview
SKILLS AND ATTRIBUTES			
Description	Essential	Desirable	Evidence
Excellent ICT skills, including use of full Microsoft Office	Yes		Application and Interview
Positive, enthusiastic and self-motivated approach	Yes		Application and Interview
Excellent organisational skills - able to determine own workload priorities and manage own workload			
Excellent communication (verbal and written) and interpersonal skills	Yes		Application and Interview

Excellent accuracy and attention to detail	Yes		Application and Interview
Ability to work as part of a team	Yes		Application and Interview
Ability to work under pressure and to competing deadlines	Yes		Application and Interview
An understanding of and adherence to confidential requirements	Yes		Application and Interview
Able to work flexibly as required	Yes		Application and Interview