EAP Clinical Co-ordinator

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| Job title: | Clinical Co-ordinator |
| Department: | EAP |
| Location: | Remote |
| Reporting to:  (job title only) | EAP Interventions Service Manager |
| Direct reports:  (job title only) | No |
| Accountable to:  (where applicable) | N/A |
| Responsible to:  (where applicable) | N/A |
| Job purpose: | Be part of the Referrals team reporting to Mental Health Administration Manager.  To work as part of the Referrals/Admin team to ensure referrals are moved into treatment in a timely manner.  To support the wider clinical team with administration and referrals enquiries |
| Key Measures- KPI’s | * Processing referrals and all associated tasks * Managing requests for all referrals and updating systems as appropriate * Dealing with Associate invoices and invoice queries * Undertake other administrative and reporting tasks by using Microsoft packages and other databases * Handling highly sensitive information so attention to detail is paramount. |
| Role and Responsibilities: | **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * Good level of education |
| **Experience** | * Experience in dealing with customers via email and telephone | * Experience in dealing with difficult or emotional customers |
| **Skills/knowledge** | * IT skills to ensure accurate administration resulting in optimum result for the service user      * Ability to cope with a busy time-pressured workload * Ability to maintain client confidentiality and adhere to data protection guidelines * Basic understanding of excel |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Be cordial and professional * Have good judgement and decision-making skills * Patience and compassion * Personal resilience * Ability to keep calm under pressure * Positive attitude towards change * Ability to multitask * Accuracy |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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