

## **Clinical Services Administrator**

### **Overview**

The National Centre for Integrative Medicine (NCIM) is a not-for-profit social enterprise with an ambitious remit to support the transformation of healthcare to a broad model including conventional, lifestyle and holistic approaches.

We deliver education and clinical services, directed towards our health and wellbeing agenda.

NCIM is an accredited teaching centre and offers training for healthcare professionals to develop their practice and support their patients. Our training is research and practice led, with global experts delivering online learning education.

### **Job Purpose**

The Clinical Services Administrator provides administrative, clerical and secretarial support to ensure the effective and efficient delivery of NCIM's 1:1 and group healthcare services.

The post holder is the main point of contact for enquiries, patients and service users and works closely with our healthcare professionals to manage and co-ordinate services.

This post reports to the Business Development and Operations Manager and works alongside the Chief Executive, Finance Manager, Academic Administrator and the wider healthcare team.

### **Key Responsibilities**

1. Facilitate and co-ordinate NCIM's clinical services, e.g. manage appointment booking system, prepare clinic notes and course materials, book treatment rooms and venues, operate the practice management system, organise clinical events and clinical team meetings.
2. Provide first point of contact for patients and respond to telephone and email enquiries e.g. prescriptions, appointments, course bookings.
3. Promote NCIM's clinical services in line with our marketing strategy, e.g. design, produce and distribute marketing and course materials, keep the website updated for clinical services.
4. Maintain administrative systems to support the NCIM office.
5. Maintain NCIM staff records including sickness, absence, annual leave.
6. Generate invoices, take card payments, reconcile payments, chase payments – providing support to the Finance Manager.

Whilst the purpose of this role should remain constant, the duties and responsibilities may vary according to the needs of the organisation. The job holder should therefore retain a flexible approach to the duties and responsibilities and be prepared to undertake such tasks as may be required.

**Person Specification**

<b>Key Area</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li>- Minimum Undergraduate Degree Level</li> </ul>	<ul style="list-style-type: none"> <li>- Evidence of Continuing Professional Development e.g. administration software training</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>- Experience of working in a clinical setting</li> <li>- Experience of managing patient records / appointment booking systems (i.e. PracticePal)</li> <li>- Minimum two years administration experience</li> <li>- Customer services</li> <li>- High standard of verbal and written communication</li> <li>- Organisational skills</li> <li>- Aptitude for administrative support (records management and filing)</li> <li>- Excellent computer literacy and typing ability (MS Word and Excel)</li> <li>- Complex diary management</li> <li>- Raising invoices (XERO)</li> <li>- Database and spreadsheet management</li> </ul>	<ul style="list-style-type: none"> <li>- Desktop publishing / leaflet design</li> <li>- Mailchimp marketing</li> <li>- Basic DBS check*</li> </ul> <p>*The successful applicant will undergo a DBS check before employment starts if one is not already in place</p>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>- Understanding and Interest of Integrative Healthcare / Medicine</li> <li>- Understanding of office / clerical procedures</li> </ul>	<ul style="list-style-type: none"> <li>- Understanding of small business operations</li> <li>- Awareness and understanding of social enterprise</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>- Considerate of patient wellbeing</li> <li>- Able to build and maintain relationships with patients and clinical professionals</li> <li>- Honest and reliable</li> <li>- Accountable and able to use initiative and take responsibility</li> <li>- Able to maintain confidentiality</li> <li>- Willing to work as part of a team</li> <li>- Able to remain calm under pressure and to prioritise workload</li> <li>- Methodical and logical approach to performing tasks</li> </ul>	