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| **Job Title**  | Referral Scheduler/Administrator |
| **Place of Work**  | Based in 3 Glengall Street, Belfast, with travel through Northern Ireland as required  |
| **Reports to**  | Business Services Manager |
| **Salary**  | £12 per hour for a 24 hour week |
| **Working Hours**  | 24 Hours per week covering evening and weekend hours. On occasions, the demands of the job may require work outside these hours, arrangements to be agreed between manager and post holder |
| **Holiday Allowance**  | 20 days per year, pro rata12 statutory daysThe Relate NI holiday year runs from 1 April to 31 March.  |

### Background

### Relate NI is the leading relationship support charity in Northern Ireland and has been working to support people and their relationships since 1948. We provide a range of therapeutic services and education programmes to people throughout Northern Ireland. Our vision is of a future where healthy relationships are at the heart of a thriving society, and our mission is to make expert information and support for healthy relationships available to everyone. We are currently recruiting for the post of Receptionist/Administrator.



### Overall Job Purpose

Working under the direction of the Business Services Manager, the role of Referral Administrator and Scheduler is a service user-focused position, which is tasked with assigning relevant professionals to individual requirements. You will provide exemplary customer service within a timely manner and provide an invaluable service to clients calling the business. You will identify areas for improvement and play an integral part within the team. JD reviewed November 2022

**Clients:**

• Providing client & potential clients with information on Relate NI services

• Dealing with inbound and outbound communications (telephone, webchat and email) promptly and efficiently • Ensuing that distressed or anxious clients are supported and managed in an appropriate manner

• Taking payments from clients and dealing with outstanding payments

**Administration**:

• Managing Waiting lists and counsellor caseloads

• Assisting clients by determining needs, scheduling or cancelling appointments or referring to correct staff person

• Arranging of Microsoft Teams sessions and sending links out to relevant parties

• Updating client information on the relevant systems ensuring data protection is adhered to at all times

• Providing administration support and training to the counselling team in using relevant systems

• Providing training as part of the Induction process for new members of staff

• Providing administration support to the Clinical and Business Operations teams

• Providing administration support in relation to student placement activity and appointment allocation

• Maintain and update schedule of counsellor availability; maintains contact with clients, notifying them of any scheduling changes

• To arrange appropriate rooms within out centres to ensure that Counselling can take place • All other administration duties which may be necessary to ensure the smooth running of the centre

**Business Improvement/QA:**

* Maintaining accurate records on the Computerised system for all clients
* To support the Business Services team in carrying out any Quality Audits or Business Improvement Initiatives

This job description is neither exhaustive nor exclusive and the post holder will be expected to undertake duties within competence which are required in line with the overall job purpose. The role profile may be reviewed and amended in the future to include any other reasonable duties, projects or tasks as may be requested from time to time and to reflect changing organisational requirements, strategic or operational priorities, and changing staffing levels.

**PERSON SPECIFICATION – Referral Scheduler/Administrator**

**EDUCATION/QUALIFICATIONS/IT**

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| **ESSENTIAL** | **DESIRABLE** | **HOW TO ASSESS** |
| Minimum 3 GCSE’s or equivalent to include English and Mathematics | Relevant qualification within Business Administration | Certs/Application form/Interview |
| Experience using MS Office | RSA Stage 2 Word Processing or equivalent | Certs/Application form/Interview |

**EXPERIENCE**

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| **ESSENTIAL** | **DESIRABLE** | **HOW TO ASSESS** |
| Minimum of at least 1 year’s reception/administration experience  | Working knowledge of computerised appointments system  | Application Form/Interview/References |
| Attention to detail/accuracy |  | Application Form/Interview/References |
| Recent relevant experience of dealing with the public on the telephone and face-to-face | Experience in handling cash and receiving payments | Application Form/Interview/References |

**INTERPERSONAL SKILLS**

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| **ESSENTIAL** | **DESIRABLE** | **HOW TO ASSESS** |
| Ability to support, listen actively and respond appropriately to distressed clients |  | Interview/References |
| Creating a welcoming environment for clients |  | Interview/References |
| Ability to work effectively under pressure in a busy office environment – attention to detail |  | Interview/References |
| Ability to work effectively as a team member |  | Interview/References |

**CIRCUMSTANCES**

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| **ESSENTIAL** | **DESIRABLE** | **HOW TO ASSESS** |
| To be flexible to cover annual leave or sickness on a rota basis ensuring that all operational hours are covered |  | Interview/References |