**MATT TALBOT ADOLESCENT SERVICES CLG.**

*Our vision is to be a leading influence in substance misuse treatment provision for children and young people by creating centres of excellence within our Continuum of Care.*

# JOB DESCRIPTION

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| **Job title:** | Administrator/Data Collator (Two permanent positions: One 5 days & one 3 days per week) |
| **Role purpose:** | To provide day to day delivery of administrative duties in a busy but personable setting in conjunction with the manager to promote the smooth running of the service. |
| **Reports to:** | The post holder will be responsible to the Clinical Manager of the Assessment and Day Treatment Centre accounting for operational and professional practice. |
| **Location:** | Matt Talbot Adolescent Services CLG. Assessment and Day Treatment Centre, Trabeg Lawn, Douglas, Cork. |

**Position Summary**

The post holder will be part of the Assessment and Day Treatment Centre Clinical team within Matt Talbot Adolescent Services CLG (MTAS). They will provide ongoing administrative support and be responsible for the day to day delivery of administrative duties, front of house and collection of centre data.

**Responsibilities will include:**

* To engage with and welcome all service users both to the centre and also through the referral process, treating them with dignity and respect in order to work within the values of Matt Talbot Adolescent Services.
* To manage front of house effectively through excellent communications and effective engagement skills.
* To manage the appointment book effectively to ensure a smooth operation for service users and clinical team.
* To respond to all queries both internal and external and manage the external referral system.
* To manage phones and communicate effectively and within a timely manner including close linkage with the Clinical manager.
* Maintain the organisations clear and strict code of confidentiality both within and outside of the centre and always being aware of the sensitive nature of service user’s information.
* Manage the post daily and liaise with manager regarding filing and distribution of same.
* To actively participate in the collation of service data and under strict GDPR guidelines.
* To engage in in-service and other relevant training opportunities and to keep up to date with new developments in the area of IT and addiction treatment.
* To share information with the Clinical Manager, the clinical team and other stakeholders as appropriate and in accordance with good practice.
* To demonstrate an open and flexible attitude to work at all times.

**Administration and Accountability**

* To maintain contemporaneous records and submit statistics and activity data in a timely manner as requested by Clinical manager.
* Manage the day to day running of the office (appointment diary, attendance and leave records, stationery, filing, conference rooms, shared drives etc.)
* To write clear concise reports, court letters, referral letter etc. when required as directed by the manager.
* To work very closely with the Clinical Manager to record clinical outcomes and statistics.
* Ensure a high level of documentation in accordance with the Freedom of information Act and ensure confidentiality and security of records at all times in accordance with the Data Protection Act and requirements of relevant professional Accrediting bodies
* To comply with responsibilities under the Data Protection Acts 1988, 2003 and 2018 (GDPR).
* To observe professional ethical standards and behaviors as required by MTAS Policies and Guidelines. Freedom of Information Act, Data Protection Act , ensuring confidentiality of records and security of same.
* To comply with Health and Safety regulations and review policies and procedures.
* To comply with MTAS Policies and review procedures related to Risk Management, Audits, and clinical data collation.
* Participate as a member of Multi-disciplinary Team including attending and minute taking at meetings, case conferences, team building and change management initiatives.
* Contribute to the development and implementation of information sharing protocols, audit systems, HRB data collation and referral pathways.
* Develop and maintain close liaison with the Clinical Manager supporting her with funding applications, annual reports etc.
* The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

**Requirements/Qualifications for the Position**

**Essential Requirements**

* Candidates must have one year + working in an administrative role.
* Enjoys working in a fast-paced environment and have a warm and personable disposition,
* Excellent Microsoft office skills.

**AND**

* Consideration for other professional qualifications and work experience will be considered such as psychology/research.
* Demonstrate a passion for working with young people & families and an ability to positively engage with both.
* High level of attention to detail.
* Good organisational and interpersonal skills.
* Knowledge of Matt Talbot Adolescent Services CLG.
* Demonstrated ability to work both independently and as part of a team and have a strong working ethos and a passion for working with young people and families within a therapeutic setting.
* Strong communication and interpersonal skills.
* Capacity to work co-operatively as part of a team.
* Strong time management skills and an ability to manage a busy workload.

**Benefits**

* Salary commensurate with qualifications and experience.
* Ongoing CPD opportunities plus additional external training subsidies.
* Excellent pension opportunities.
* MTAS provides an Employment Assistance Programme to give employees easy and immediate access to confidential counselling and information services to assist in coping with personal, work, financial or legal issues.
* We provide an attractive holiday entitlement and MTAS also grants employees an additional day’s paid leave on Good Friday and a half day’s leave on Christmas Eve as an additional benefit.