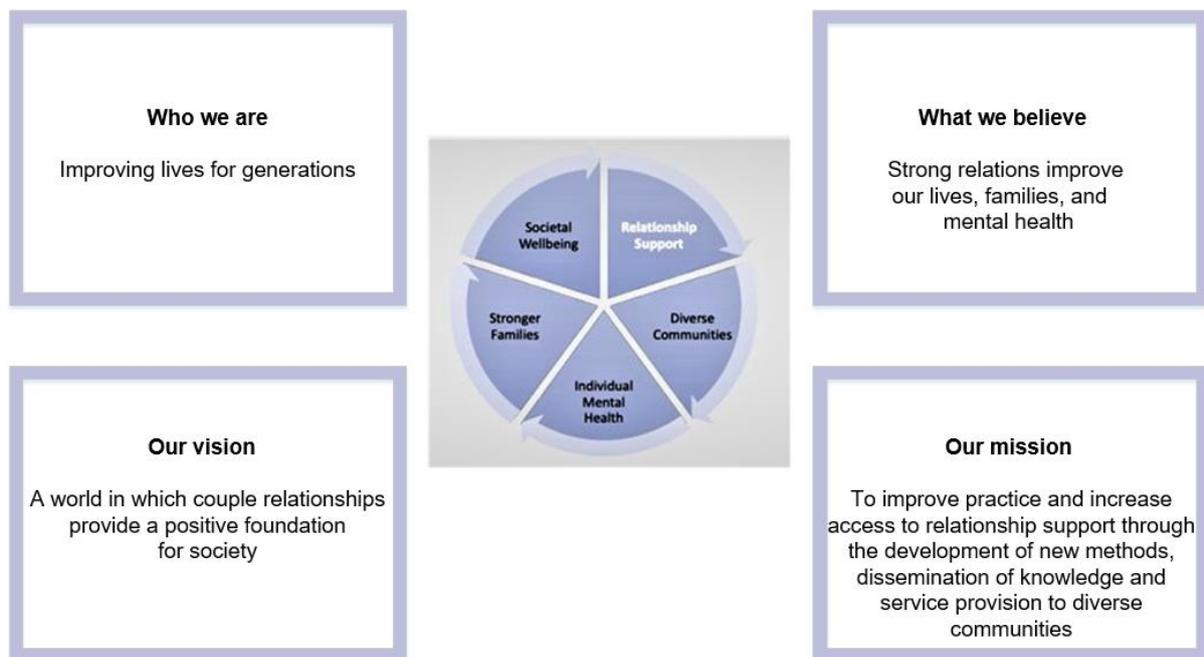


JOB DESCRIPTION

Job Title	Clinical Services Coordinator
Department	Clinical Services
Line manager	Head of Clinical Operations and Digital Transformation Lead
Role Level	Support
Appointment term	Permanent – Full time
Hours of work	37.5 hours per week, Monday-Friday between 09:00-17:30 with one late start/evening per week
Location	Central London and with some flexible home-working arrangements. Attendance is required at our Central London offices as per business need.

About us

Tavistock Relationships has been improving lives for generations. We believe that strong relationships improve our lives, families, and mental health.



Our values

- A belief in the importance of family stability and emotional security
- A commitment to social justice, inclusivity, and diversity in every area of our work
- A belief in the importance of intellectual curiosity and rigour
- An aspiration to be a learning community – growing understanding and being open to new ideas, developing new ways of working
- A commitment to promoting excellence in the delivery of our services

Purpose of the role

To provide customer service support to our clients, and act as a liaison between our therapists and clients, ensuring a caring and excellent standard of service at all times.

Maintain records and carry out procedures to enable the delivery of excellent clinical services to our clients and ensure the accuracy and security of organisational and personal data.

Responsibilities

Customer Service	<ul style="list-style-type: none"> Respond to all new enquiries confidently and concisely, providing clear information on our therapeutic services Ensure the effective management of shared inboxes and make sure all emails are responded to in a timely and professional manner in line with agreed timescales Support clients to access our therapeutic services, including assisting the client registration process and co-ordinating appointments Support the development and maintenance of positive, collaborative working relationships with all staff, students, and therapists to sustain the reputation of the Clinical Admin team as a customer focused function
Clinical Services Support	<ul style="list-style-type: none"> Ensure accurate records are maintained in a confidential manner using the clinical services database throughout the lifetime of a case Support the clinical management team by producing data on performance of consultation appointments against organisational targets Be alert to clinical concerns and promptly raise with the relevant Clinical Manager This role requires a high degree of flexibility from the post holder, so you will be asked to undertake other pieces of work, including supporting the delivery of clinical sessions by providing reception cover as the organisational need arises
Therapist Support	<ul style="list-style-type: none"> Support therapists to deliver clinical sessions, including induction of and provision of ongoing support using TR's digital platforms Ensure up-to-date information on therapists is recorded, including holidays, contact details, contracts, and supervision arrangements
Resource & data Management	<ul style="list-style-type: none"> Ensure therapist availability is accurately recorded on the clinical diary and CRM system Manage the allocation of consultation rooms and virtual resources to ensure the effective and efficient management of resources. Support users with their room bookings Work with the Clinical Management team to proactively monitor delivery performance to ensure supply meets client demand

Financial Management	<ul style="list-style-type: none"> • Support the timely and accurate issuing of client invoices by maintaining accurate appointment information • Process client payments • Support clinical debt management, including issuing invoice reminders and liaising with therapists, supervisors, and the Finance Department • Produce clinical debt reports to support timely payment and provide up-to-date information for therapists and supervisors
Corporate responsibility	<ul style="list-style-type: none"> • Maintain a social media profile and presence that is aligned to the TR profile as a credible and professional organisation • Maintain client confidentiality and manage all personal data and information in accordance with the provisions of the Clinical and Data Protection Handbooks • Act in accordance with the provisions of the TR Health & Safety policy • Adhere to the TR IT security policy and guidelines

Candidate specification

FACTORS	ESSENTIAL	DESIRABLE
Education and Professional Qualifications		A bachelor level degree
Experience		Experience of working in a customer facing role Use of database software (such as Salesforce) Use of PDF editor software
Technical		Confident using technological or AV equipment Proficient in use of MS365 Knowledge of vulnerable person safeguarding Working knowledge of General Data Protection Regulations
Interpersonal skills, interests, and abilities	Attention to detail Excellent administrative and organisational skills with ability to plan ahead An interest in the use of digital technologies and confident with adapting to different IT applications	Have worked within an organisation and demonstrated an ability to carry responsibility and work well with colleagues



	<p>A proactive and flexible working approach</p> <p>Ability to work under pressure and be highly responsive</p> <p>Ability to work with a wide range of people, demonstrating empathy</p> <p>Effective time and workload management</p> <p>Capability to promote TR services in a socially inclusive way</p> <p>A commitment to Tavistock Relationships' aims, objectives and values</p> <p>Excellent communication skills (both written and verbal)</p> <p>A team player, able to work well with others</p> <p>Excellent analytic skills</p>	
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