



Knockanrawley
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Clinical Support Administrator
Individual Couple and Family Therapy Service
Knockanrawley Resource Centre CLG

Part-time Fixed Term Position – 17.5 hrs / week

Salary: €12,740 p.a.

Purpose of the Job

The Individual, Couple and Family Therapy Programme in Knockanrawley Resource Centre provide counselling, psychotherapy and systemic family therapy. Our team of highly qualified and registered counsellors, psychotherapists and clinical psychologist are committed to supporting those dealing with challenges such as anxiety, depression, bereavement, addiction, child and adolescent issues, post traumatic stress, couples relationship difficulties, family mediation and conflict medication.

The Clinical Support Administrator is responsible for providing reception and administrative/clerical support for the provision of services by the Individual, Couple and Family Therapy Service (ICFTS) in the Knockanrawley Resource Centre (KRC). The AA is the first point of contact for intending clients to the service and through the provision of a welcoming approach assists them in getting the help they are seeking.

The position requires strong customer service, communication and problem-solving skills including the ability to respond independently to constant challenges and changes while maintaining discretion and professionalism at all times. In order to provide effective and efficient services it is expected that the AA be flexible in terms of hours of work, maintains confidentiality and uses tact and diplomacy at all times.

Detailed Job Responsibilities

A) Provides Reception Support for ICFTS

40%

1. Provides a welcoming environment for people coming into the ICFTS
2. Schedules and ensures that all Client appointments are entered into staff calendars and upon request reschedules appointments.
3. Provides accurate information about services and responds to inquiries made in-person, by phone or by mail and makes appropriate referrals both within and outside of the service, and informs appropriate staff members.
4. Advises the therapists of any potentially urgent situations with their own on-going clients or new clients
5. Provides Intake forms to new clients and notifies when drop-ins and appointments

- arrive.
6. Receives and retains confidential information for clients who require the services.
 7. Creates spreadsheets and generates monthly and ad-hoc reports.
 8. Responsible for inputting data into service's spreadsheets in accordance with services timelines.

B) Provides Administrative Support

40%

Administrative:

1. Attends department meetings, collects agenda items and records and transcribes minutes and arranges logistics of meetings.
2. Sorts, opens and distributes incoming/outgoing mail.
3. Responds to email inquiries for general information about the ICFTS.
4. Photocopies and faxes materials as required.
5. Coordinates Maintenance Requests and furniture moves.
6. Monitors and purchases office supplies.
7. Requests office equipment maintenance when needed.
8. Responsible for ensuring copies, posters and miscellaneous advertising materials are available to the service.
9. Maintains the day-to-day office area, operates and maintains office equipment.

Events:

1. Participates in marketing and promotion planning activities, including responsible for internal/ external administrative communication related to marketing.
2. Assists with compiling and publishing documents (e.g. posters, brochures, etc.) for calendars, special events for the service.
3. Responsible for administrative tasks related to delivering events.

Website:

1. Responsible for updating the ICFTS's information on the Knockanrawley Resource Centre website and social media platforms.

Resources:

1. Ensures that all resources required for promotion and events (workshops, presentations) are available.

Data:

1. Enter weekly / monthly data for the Service and compiles reports.
2. Able to use appropriate CRM software to manage data and reports.

C) File Management

15 %

1. Ensures client files are ready for Therapists.

2. Maintains service filing system in accordance with best practice.
3. Responsible for printing and filing all client appointment notifications.
4. Responsible for documenting all client contacts, messages, third part contacts, and ensuring they go to appropriate therapist.
5. Prepares therapy file folders.
6. Responsible for entering and maintaining therapy closed file spreadsheets.

D) Other related duties as assigned by Centre Manager and Therapy Staff 5%

QUALIFICATIONS:

Education: A relevant nationally recognised qualification (preferably NFQ Level 6) e.g. HR/Office Administration; Executive Secretarial, etc.

Experience and Additional Competencies:

1. Minimum two years related office administrative experience.
2. Excellent customer service skills in which the candidate is able to respond to Clients in distress in a calm, courteous and helpful manner.
3. Use of judgment in recognizing the need to involve a therapist for urgent matters.
4. Extensive experience managing one or more calendars using appropriate software.
5. Excellent knowledge and understanding of administrative processes and procedures used in the operation of a specialist organization.
6. Proficient knowledge of office equipment i.e. phones, fax machines, photocopier, and computers.
7. Strong proofreading and grammar skills; accuracy and thoroughness.
8. Excellent telephone etiquette.
9. Excellent computer skills, mainly of MS Office and Database management.
10. Strong verbal and written communication skills.
11. Strong listening skills.
12. Ability to maintain strict confidentiality as dictated by the Service.
13. Strong organizational skills and the ability to prioritize workload.
14. Ability to adapt to rapidly changing priorities.
15. Ability to work independently and as a member of a team.
16. Ability to handle multiple tasks.

About the Centre

Knockanrawley Resource Centre is a multi-disciplinary centre providing programmes and services to address community needs, social exclusion and disadvantage in Tipperary Town and surrounding areas. Supports and services are delivered at an individual, family and community level through four key operational sectors: community development; training and education; family therapy and counselling, and; community childcare. The Centre has a certified Organic Garden which includes a community allotment programme and is used by a number of community, social and horticulture groups and for training purposes.

About the Individual Couple and Family Therapy Service

Knockanrawley Resource Centre exists to assist, in particular, persons who are marginalised, who lack social and political power and whose lives have been traumatised by negative individual, familial and institutional experiences. Since its foundation in 1991 KRC ICFTS has adopted a client-centred approach that holds the view that the lives and the relationships of persons are shaped by the knowledge and narratives that communities of people negotiate and engage in. Troubles, both personal and between persons, are resolved by enabling clients to separate their lives and relationships from those narratives and beliefs that they identify as impoverishing. As a consequence they can then be supported in challenging self-defeating narratives to re-author their lives according to alternative and preferred stories of identity and preferred ways of life.

To avoid further disempowerment of their clients, professionals work in a collaborative fashion through employing Narrative Therapy, Cognitive Behaviour Therapy and Systemic Couple and Family Therapy. These therapeutic models have particular and functional links with each other in that all have a common ethos of respect for clients' individual perspectives, are non-interpretative and share an acknowledgement of the importance of context, interaction and the social construction of meaning. In essence ***the problem is the problem not the person or persons.***

Application Process

Further information and application forms can be obtained from Knockanrawley Resource Centre, Tipperary Town; telephone No: 062 52688, or email knockcentremanager@gmail.com

Closing date for application is Friday 26th July 2019 before 5pm.

Knockanrawley Resource Centre is an equal opportunities employer.