

job description

job title: **clinical services officer**
location: **London**
hours: **28 hours/week**
salary: **£ 22,525 - £ 28,276 (band c - points 8-14) pro rata**
contract: **permanent**

purpose of this position

to provide efficient and effective administration to the clinical services of the British Psychotherapy Foundation (*bpf*) and to support the future development and improvement of clinical services.

main responsibilities

- To provide a central point of contact and respond sensitively to telephone, email and website enquiries from prospective patients and referral agencies and to refer them to the appropriate person.
- To liaise with the Intensive Psychotherapy Low Fee Services Organisers, Assessors, members and trainees.
- To monitor distribution of Low Fee Services enquiries, taking into account location, experience, vacancy information and date of training committee approval.
- To administer the Low Fee Services and referrals to *bpf* trainees, referrals to members, and external individuals/organizational, as appropriate.
- To monitor and evaluate clinical services, including producing quarterly reports on enquiries, assessments and referrals to *bpf* members and trainees for the CEO and *bpf* board.
- To contribute to the development and improvement of *bpf* Clinical Services processes and procedures, in consultation with the Clinical Services Coordinator.
- To ensure data protection requirements are adhered to including providing support and guidance as required.
- To process promptly and accurately assessments, referrals, invoices, reports and maintain accurate and up-to-date electronic records.
- To work with the Clinical Services Coordinator to identify assessors and organise assessment consultations.
- To maintain accurate confidential records of prospective patients and patients.
- To collect and monitor fees for therapy, assessments and referrals and produce reports, as required
- To provide administrative support for clinical services meetings.
- To work constructively as part of the *bpf* staff team.

- To promote equality and diversity within the *bpf*.
- To adhere to *bpf*'s policies and procedures.
- To undertake reasonable duties as may from time to time be required.
- This list is not meant to be exhaustive and other reasonable tasks may be added to or amended as the role develops.

person specification

essential

- Ability to deal appropriately and effectively with telephone and email enquiries from prospective patients and referral agencies.
- Word-processing skills.
- Ability to edit and format documents.
- Highly developed database skills.
- Ability to prioritise and execute tasks to agreed timelines
- Experience of servicing committees.
- Ability to take accurate minutes of meetings.
- Ability to collate and analyse data.
- Understanding of the importance of confidentiality.
- Willingness to work with the *bpf* Chief Executive to develop *bpf* Clinical Services.
- Understanding of equal opportunities.