

Sue Lambert Trust

Job Description

Job Title: Service Support Administrator
Responsible to: Service Support Manager
Location: Norwich
Hours: 37.5 hours per week
Salary: £ 25, 592.31

Background Information

Sue Lambert Trust provides kind, safe, supportive help in Norfolk to those who have ever experienced sexual abuse including domestic abuse.

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organised around a three-phased trauma informed approach. Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service. Phase Two Counselling is the core provision and is delivered by 70+ trained counsellor volunteers working with around 300 clients weekly. Phase Three aims to build resilience and includes interventions such as self-help groups.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

The organisation remains steadfastly committed to its ambitious mission of providing unparalleled support for its clients.

Job purpose:

- To maintain, support and manage processes that ensure effective and safe delivery of services to clients and support of volunteers and clinical staff.
- To work alongside, support and assist with processes that support the three phased approach Sue Lambert Trust offers clients– Groundwork, Therapy and Resilience – ensuring that each client is supported through a clear pathway.
- To input, maintain and update client information in our CRM (customer relationship management) ensuring the governance and quality of the data and is in line with Sue Lambert Trust and governmental standards.
- To ensure that information is managed within all legal and policy frameworks.
- To support and work alongside your team and the other departments within Sue Lambert Trust.
- To work alongside Groundwork and Resilience Programme Managers, Head of Counselling and wider Clinical Team to deliver an effective service to clients.

Key responsibilities:

Client Communication and Support:

- Serve as the first point of contact for clients, providing a warm and professional welcome via phone, email, and in-person interactions.
- Manage the intake process for new clients, including scheduling initial assessments and ensuring all necessary documentation is completed accurately.
- Maintain regular communication with clients, offering support and guidance, and addressing any questions or concerns in a timely manner.

Appointment Scheduling and Coordination:

- Schedule and manage appointments for clients with counsellors and support staff, ensuring efficient use of resources and minimising waiting times.
- Coordinate with therapists and other service providers to confirm availability and reschedule appointments as needed.

Data Management and Reporting:

- Utilise the organisation's database to enter and retrieve client information, ensuring accuracy and confidentiality.
- Generate and compile reports on service usage, client outcomes, and other key metrics to assist with program evaluation and development.

Quality Assurance and Continuous Improvement:

- Monitor and evaluate the effectiveness of client services, gathering feedback and suggesting improvements to enhance service delivery.
- Stay informed about best practices in service support and client care and participate in ongoing training and professional development opportunities.

Resource Coordination:

- Assist in the development and dissemination of informational materials, partner organisations and resources for clients.
- Coordinate with external organizations and partners to ensure clients have access to a comprehensive network of support services.
- Support for obtaining relevant certifications or qualifications related to service support and administration.

Diversity, Equity, and Inclusion Commitment:

- Sue Lambert Trust is committed to diversity, equity, and inclusion within all roles and departments, a non-judgmental environment is at the heart of our working culture as well as continuity of service.

Emotional Resilience and Role Demands:

- This position entails providing support and communication to distressed clients, both through email and telephone, concerning issues related to sexual abuse and sexual violence.
- Understand that the nature of this role can be emotionally challenging and potentially triggering for employees.
- Recognise that managing such topics is a substantial aspect of the job.

- While the Sue Lambert Trust offers comprehensive training and clinical support, it is crucial for candidates to consider this aspect.
- Prospective candidates should carefully consider whether this role aligns with their personal and professional capacities.

Personal Specification

Relevant experience and knowledge:

Category	Essential	Desirable
Experience	-Previous administration role	-Experience in community service or nonprofit sector
	-Customer service experience	-Experience with appointment scheduling
	-Handling sensitive information	-Coordination with external organisations
Knowledge	-Resilience to challenging client interactions.	-Awareness to trauma informed working practice
	-Proficiency in Microsoft Office Suite	-Knowledge of client management systems
	-Data entry and record-keeping	-Familiarity with confidentiality and data protection policies
	Basic understanding of client care and support services	-Awareness of best practice in service support and client care

Competencies and personal attributes:

- Strong organisational and time management skills
- Excellent communication and interpersonal skills
- Ability to manage sensitive information with discretion
- Skilled in client management and scheduling systems
- Empathetic and compassionate demeanour
- Reliable and punctual
- Adaptable and flexible in handling changing situations
- Positive attitude and resilience under pressure
- Detail-oriented and methodical approach
- Excellent communication skills - able to communicate sensitively and well with people at all levels in person.
- Committed to ensuring excellent quality client care and a client centred approach.
- Non-judgemental and committed to ensuring equality of opportunity
- Ability to work well within a team.

Professional development available

- Access to over 300 online courses/training material via our LMS (Learning Management System) covering client support, administrative skills, and professional development.
- Courses include topics such as data protection, CRM systems, and effective communication.
- Access to a variety of online courses covering client support, administrative skills, and professional development.
- Courses include topics such as data protection, CRM systems, and effective communication.
- Workshops and training sessions on trauma-informed care and supporting clients who have experienced trauma.
- Opportunities for mentorship from experienced staff members within Sue Lambert Trust.

Other Requirements:

- The successful candidate will be subject to a DBS enhanced disclosure check as well as satisfactory references.
- Occasional travel to our Great Yarmouth site as required.
- Some late-night cover at our Norwich office, 8pm finish once a week. From 5pm you would be admitting client entry and answering enquires as well as updating counsellors on client attendance.

Application Process

To apply, please send:

- a CV (not more than two pages)
- a covering letter (not more than two pages)

This vacancy will be closed to applications at 9am on Friday 16th August 2024.

Please send your application to recruitment@suelambertrust.org

Only complete applications will be considered.