

CLIENT ADMINISTRATOR

Recruitment Pack

July 2024



Job Advert



Job Title: Client Administrator
Responsible to: Support Services Manager
Salary: £ 23,400 per annum (pro rata)
Contract: Permanent
Hours: 10 hours per week over 2 days to include Fridays
Location: Hybrid - York / remote
Vetting: In addition to DBS checks, successful candidates will need to undergo additional vetting for this role which requires them to have been resident in the UK for the last three years.

To support our growing team we are recruiting for a new Client Administrator:

You will be a first point of contact for survivors, supporters of survivors or professionals enquiring about our services. You will provide support and assistance to our team of Counsellors and Support Workers.



About *Survive*



Survive helps survivors of rape, sexual assault or child sexual abuse rebuild their lives, relationships and reach their potential by delivering specialist services.

Survive was started in York in 1990 by a group of women who wanted to help women survivors of child sexual abuse find ways to heal through their shared histories of child sexual abuse.

Over three decades later and *Survive* now offers 1-1 support work, counselling and trauma therapy in York, across North Yorkshire and in the East Riding of Yorkshire to **any adult survivor** of any sexual violence including rape, sexual assault or child sexual abuse. *Survive* also operates a helpline for those affected directly or indirectly by sexual violence and has a small library of self-help books covering a range of subjects – from inspirational survivor stories and coping with the impact of sexual trauma to recognising and managing mental health conditions such as anxiety and depression.

Our values of being **Inclusive and Enabling**, offering **Hope** and showing **Integrity** and **Courageous Advocacy** underpin everything we do.

Survive is a great place to work!



We offer:

- a comprehensive induction
- all the equipment you need to carry out your role
- flexible working
- CPD and training to help you in your role
- health and wellbeing benefits package
- regular team activity opportunities
- 5% pension contribution

Survive is a Disability Confident committed employer and a Real Living Wage employer

What our staff and volunteers have to say:



- ❖ *Survive* has a great working environment and supportive team
- ❖ *Survive* has been the most supportive working environment I have had in a very long time - and I am thankful to have found such a lovely organisation to work for
- ❖ *Survive* is a lovely place to work and we provide a valuable service to people who need it
- ❖ I feel I am trusted and supported, I have access to all the support I need to achieve the high standard of work *Survive* gives across North Yorkshire

Quotes taken from the *Survive Work and Wellbeing Survey 2023*

Job Description



Outline of main duties

The following is a summary of the key responsibilities of the post. It is not intended to be an exhaustive list and the post-holder may be required to carry out other duties which are appropriate to the scale and nature of the job role.

Provide administrative and office support activities to clients and Survive team members. This will include:

- Act as the initial point of contact for enquiries to *Survive*.
- Provide a welcome to those who attend in person and ensure a prompt response to phone calls, emails and messages. Communicate messages to staff and volunteers in a timely fashion.
- Manage initial referrals, book client assessments and allocate clients to counsellors using the Charitylog client database.
- Manage initial referrals and update records on the Orcuma system for clients referred via Supporting Victims.

- Book rooms for client appointments.
- Signpost clients to other services within *Survive* and externally where appropriate, maintain a knowledge of services in York and North Yorkshire.
- Comply with *Survive's* policies and procedures, especially with regard to GDPR, confidentiality, safeguarding and inclusion.
- Attend training where appropriate to enhance your own development and to meet the needs of *Survive*.
- Work with the other members of the Admin team, sharing tasks and supporting each other.
- Adhere to the values and ethos of *Survive*.
- Be an active member of the *Survive* team, participate in team meetings and work with others to provide the best possible support and outcomes for clients.

Person Specification



Knowledge and experience

- Experience of working as the first point of contact in a healthcare or similar setting
- Experience of using Microsoft Office especially Outlook
- Experience of creating and updating client records on databases
- Experience of using Google calendar or similar
- Understanding of GDPR legislation and maintaining confidentiality
- Previous experience of working with survivors of sexual trauma, domestic abuse or victims of crime would be desirable

Person Specification



Skills

- Verbal communication - able to communicate respectfully and politely with clients and to manage expectations in a tactful way
- Good standard of written English
- Accuracy and attention to detail
- Time management and the ability to prioritise
- Work as part of a team, supporting each other

Personal

- An interest in the work that *Survive* does to support survivors of sexual trauma
- A commitment to uphold and work towards *Survive's* values
- An interest in continuing your personal development and learning

Application Process



Successful candidates will need to undergo DBS checks and additional vetting for this role which requires them to have been resident in the UK for the last three years. (costs covered by *Survive*).

Survive is pleased to be a Disability Confident committed employer:

- challenging attitudes towards disability
- increasing understanding of disability
- removing barriers to disabled people and those with long-term health conditions
- ensuring that disabled people have the opportunities to fulfil their potential and realise their aspirations

Survive is committed to building a team that represents a variety of backgrounds, perspectives and skills, as the more inclusive we are, the more we can provide a better service to our clients. *Survive* welcomes applications from those who have been subjected to sexual violence, those who have been indirectly affected by sexual violence and from people in recovery; people of colour, people from the global majority; disabled people; and people from the LGBTQIA+ community.

Application Process



To apply – please send your CV and a covering letter explaining how you meet the person specification and have the experience and skills listed in the job description.

Email to recruitment@survive-northyorks.org.uk

We are happy to answer any questions about the role, please email or call Jane on 07597 023450.

If you would like our application pack in another format or wish to discuss how we would make adjustments for you to take on this role, please contact recruitment@survive-northyorks.org.uk or call Jane on 07597023450.

Applications to be received by 9am on Thursday 15th August 2024. Interviews will be held in person in York