



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack **Administrative Assistant (Therapeutic Services)**

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **Sunday 16th February 2025 at 11.59pm** and interviews will be held on **Thursday 27th February 2025**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

To have an informal discussion about the role, contact **Claire Dean - claire@otrbristol.org.uk**

Role Summary

Job Title	Administrative Assistant (Therapeutic Services)
Salary	OTR Band A Starting salary £23,422 fte (£9,368.80 pro rata)
Hours	15 per week 0.4fte
Contract	Permanent
Leave	Flexible - our basic entitlement is 32 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
Pension	With The People's Pension - up to 3% employer contribution on qualifying earnings
Location	Based at OTR, 8-10 West Street, St Philips, Bristol, BS2 0BH and in locations across Bristol and South Glos.
Accountable to	Team Manager (Therapeutic Services)
Job Purpose	<ul style="list-style-type: none"> ● To offer efficient, effective and friendly administrative support to all young people engaging in OTR's Therapeutic Services. ● To manage OTR's Therapeutic Services waitlist and related clinical diaries. ● To maintain safe and secure records. ● To support the data management and monitoring processes of OTR's Therapeutic Services. ● To liaise with OTR therapists and staff as appropriate. ● To contact and book appointments for young people on the Therapeutic Services waitlists. ● To develop and innovate new ways of meaningfully tailoring therapists to clients so that clients have more choice, such as taking into account client want, therapist modality, and gender and sexuality. ● To create and maintain sustainable, transferable admin systems and processes. ● To coordinate any additional support that this role may require, such as volunteer assistant administrators.
Key Relationships	<ul style="list-style-type: none"> ● Team Manager (Therapeutic Services) ● OTR CBT practitioners and volunteer therapists ● OTR staff and volunteers ● Young people across Bristol and South Gloucestershire who have been added to the Therapeutic Service waitlists

Role Description

<p>Diary & Waitlist Management</p>	<ul style="list-style-type: none"> ● To administer appointments for young people added to the Therapeutic Services waitlist, including requests for counselling, IAPT CBT, Art Therapy and other 1:1 therapeutic support, as well as OTR's therapeutic groups. ● To contact young people on the waiting list and offer suitable appointments. ● To ensure text reminders are sent to young people due to attend sessions. ● To manage the Therapeutic Services diaries, liaising with staff and volunteers over their availability and ensuring up to date information is maintained. ● To ensure young people are removed from the waiting list upon acceptance of an appointment or if they have not responded for a period of time. ● To design and innovate processes and systems related to the above that maximise efficiency, sustainability, accessibility, good practice, and client satisfaction.
<p>General Administrative Duties</p>	<ul style="list-style-type: none"> ● To act as a general point of contact for all enquiries regarding the Therapeutic Services waitlist. ● To provide necessary information to Therapeutic Services practitioners relating to their new clients. ● To ensure all data and personal records are handled sensitively and in accordance with OTR data protection and confidentiality policies. ● To support the monitoring of OTR's therapeutic services through accurate data entry. ● To respect and maintain the confidentiality to all OTR clients both internally and with external agencies. ● To work within the spirit and framework of all OTR policies, governance, and the delivery philosophy, and to keep up to date with relevant training and professional development, especially in relation to Confidentiality, Data Protection, Vulnerable Adults, and Child Protection and Safeguarding.
<p>Administrative Service Development</p>	<ul style="list-style-type: none"> ● To review, innovate, and/or maintain administrative systems and processes involved in booking appointments for young people engaging OTR's Therapeutic Services, maximising efficiency, client engagement, and client satisfaction. ● To design and maintain systems and processes that maximise the tailoring of OTR's Therapeutic Services to client preference and need. ● To design accessible and efficient systems and processes to aid in monitoring the service needs of OTR's Therapeutic Services, communicating this to relevant Team Leaders. ● To design, create, and maintain general administrative systems and processes that are effective, efficient, and accessible to others. ● To recruit and support any additional volunteer administrative staff that may support this role
<p>General</p>	<ul style="list-style-type: none"> ● To engage in training and development appropriate to the role ● To commit to the core values of OTR, including young people's empowerment and participation ● To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and

professional development, especially in relation to Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding.

- To ensure all paper and electronic personal records are managed and stored safely at all times.
- To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • A good general standard of education and a demonstrable ability to apply knowledge. 	
Experience	<ul style="list-style-type: none"> • Demonstrable relevant experience in a voluntary or public sector organisation. • Demonstrable aptitude to managing waiting lists. 	<ul style="list-style-type: none"> • Experience of diary and waiting list management. • Experience working with vulnerable young people.
Knowledge	<ul style="list-style-type: none"> • Basic knowledge of issues relating to young people's mental health and wellbeing. • Excellent working knowledge of Excel, Office, and web-based software. 	<ul style="list-style-type: none"> • Demonstrable working knowledge of efficient, easily accessible administrative systems. • A basic knowledge of counselling ethics and practice.
Skills & abilities	<ul style="list-style-type: none"> • Outstanding organisation skills. • Excellent communication skills and ability to communicate with a diverse range of stakeholders both in person and over the phone. • The ability to build and maintain constructive relationships with staff and volunteers. • Ability to recognise and respect confidentiality. Ability to work confidently on own initiative; a self-starter. • Excellent ICT skills 	<ul style="list-style-type: none"> • Experience designing, developing and maintaining efficient, sustainable and accessible administrative systems and processes.
Personal qualities	<ul style="list-style-type: none"> • Confident and pragmatic under pressure. • Autonomous in assessing and resolving concerns or issues related to the job role. • Commitment to own professional development and willingness to undertake training necessary for the role. • Resilient; able to model good self care. • Values led with a personal commitment to equality, diversity, social justice and change. • A strong personal interest in and commitment to the mental health and wellbeing of children and young people. 	<ul style="list-style-type: none"> • Demonstrable experience of being innovative and creative in the completion of all tasks within this role. • Demonstrable experience in taking the lead designing and developing new systems and processes.

About us

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 59-year history and is proud to be reaching more young people than ever before (over 20,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing info and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all of our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy (38 days), healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, free yoga and reiki, and more (subject to contractual terms and conditions).

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, in order to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What We Believe	What We Value	How We Behave
<ul style="list-style-type: none">• We believe that our offer should be inclusive of all cultures and identities• We believe that young people have unique strengths, interests and circumstances• We believe that the world around us impacts our wellbeing• We believe in placing young people at the heart of our work• We believe in innovating and evolving to improve our offer for young people• We believe that relationships are what make the difference• We believe in the power of partnerships	<ul style="list-style-type: none">• Collaboration• Diversity• Learning• Sharing• Participation• Self-efficacy• Self-care• Transparency• Agency• Creativity• Social Action• Pragmatism	<ul style="list-style-type: none">• We're accommodating• We're integrated• We're thoughtful• We're supportive• We're open• We're resourceful• We're resilient• We're communicative• We're independent• We're imaginative• We're motivated• We're adaptable