



Job Description for Baobab Centre for Young Survivors in Exile

Job Title:	Administrative Assistant (Clinical)
Hours of work:	17.5 hours a week over 4 days
Accountable to:	Operations Manager
Salary:	£27,000 per annum pro rata (35 FTE)
Contract:	2 Year Fixed-Term Contract

The Context of the Post: The Baobab Centre works with young asylum seekers and refugees the significant majority of whom arrived in the UK as unaccompanied minors. All have experienced either or both organized and inter-personal violence and most have experienced a very difficult journey into exile in the UK. All experience significant difficulties in the UK in accessing care and destitution, housing education, adequate health care and asylum. All, as a consequence suffer specific and particular vulnerabilities including the cluster of symptoms referred to as complex post-traumatic stress disorder, as a consequence of the interaction of their overwhelming experiences, in their home countries, on their journeys into exile and in exile in the UK. Most also have significant strengths and resiliencies and the capacity to develop new resiliencies. Our aim as an organisation is to address and work through their vulnerabilities and to enable them to access old resiliencies that have been suppressed by their traumatic experiences and to enable them to develop new resiliencies and strengths through participating as fully as they are able in the life of the Baobab Non-Residential Therapeutic Community.

The Baobab Centre has a holistic and integrated approach and offers five different levels of support and treatment to unaccompanied young asylum seekers who have experienced a series of overwhelming violent events during their critical developmental years. Our central aim as an organization is to offer opportunities for both rehabilitation and justice and we do this via: a) Practical case work support from our senior social worker and her team; b) Offering Individual psychotherapy (aimed to address internal difficulties); c) participation in group psychotherapy (where young people learn the value of sharing problems and difficulties with others who have similar difficulties and histories); d) Offering support through the prolonged and bureaucratic asylum system including the preparation of specialist clinical reports), e) Encouraging all young people to take part in the life of the Baobab Community sharing and taking responsibilities and attending our regular community meeting. Our aim is that slowly young people move from our transitional community to taking part in the life of the community of exile where they can contribute to community life, work, learn and make new and significant relationships and feel free to be themselves.

Purpose of the Role: The purpose of the role is to provide administrative support to the clinical team and liaison with the young people and the network of support around them in order to

facilitate their attendance at Baobab. This will include facilitating the work of Baobab's staff and volunteer team by organising clinical and casework sessions and multi-disciplinary meetings with support networks, liaising with referrers, lawyers, foster carers, social workers and key workers and occasionally with the Home Office and Social Services managers. The role also includes administrative management of clinical files, supporting staff to access and manage their notes and filing using the online database, and coordinating the referral and assessment process. The post-holder is part of our multi-professional team and the expectation is that s/he will participate fully in the life of the Baobab community.

Personal impact of the work

The young people who attend the Baobab Centre have all had very difficult experiences in their lives at a very young age. The child and adolescent specific human rights abuses they've experienced are reflected in the legal and clinical papers that this post holder will be dealing with. This can be painful and upsetting. We have a full support system in place; the post holder can attend staff reflective meetings and there is a specific support group for Baobab's admin workers which takes place fortnightly. The post holder will be able to talk to the Director on a regular basis and when necessary.

Responsibilities:

Support to Clinical staff and volunteers

- To arrange appointments for the young people, booking interpreters, as required and communicating with the young people to remind them of appointment times. This will include regular clinical appointments and ad hoc appointments, for example community meetings and monitoring and evaluation sessions.
- To support clinical and case work staff and volunteers with communicating with the young people about attendance and participation in Baobab both verbally, digitally and by post.
- To support clinical and case work staff and volunteers in preparing letters to professionals outside of the organisation and sometimes with formatting reports.
- To carry out administrative functions for the clinical staff and volunteers, supporting them to keep clinical records up to date, file records and print out documents.
- To greet and welcome the young people and visitors to the Baobab Centre and to reimburse the young people's travel fares.
- To oversee and clearly communicate to all staff and volunteers room allocations and timetabling across the various activities of the organisation including the use of Outlook Calendar for room bookings
- To organise paperwork and communications for meetings and to take minutes at meetings, as required.
- To provide general administrative support to the clinical staff and volunteers including opening mail, typing up general correspondence, photocopying, as required.

Clinical Record Maintenance

- To maintain the various manual and computerised beneficiary records/data ensuring they are accurate, kept up-to-date and kept securely in compliance with Data Protection Act regulations and other relevant legislation.

- Working with the Operations Manager, oversee and implement the transition of paper records on to the online One Drive system and support clinicians in accessing the records in line with GDPR
- Support and encourage the clinical and case worker staff to record notes on the One Drive database, including support with accessing the database.

Referral and Assessment Co-ordination

- To process all new referrals, co-ordinating with the Director and senior clinicians in our referrals team, in arranging assessments of new referrals.
- To liaise with those making referrals to initially ensure that potential referrers understand our model of work, sometimes arranging a discussion with a member of our referrals team and later acknowledging receipt of referrals, ensuring the referrals forms are correctly completed and where there are gaps in information, liaising with referrers to collate missing information required for assessment. Ensuring we obtain key legal documents from the referrers/legal representatives before arranging assessments.
- To arrange assessment appointments with the young people and co-ordinating the attendance of the Baobab clinicians, mentors, the young persons' referrer or another representative from the professional network around them for at least the first two assessment appointments.

Volunteer Recruitment

- To administer clinical volunteer applications, liaising with candidates and staff and facilitating interviews with the Operations Manager and the Director.
- Work with the Administrator (Finance) to coordinate and administer Disclosure and Barring Service for new and existing staff and volunteers, coordinating the renewal of DBS checks and following up with references.

Monitoring and Evaluation

- Support the monitoring and evaluation work by coordinating appointments between the researchers and the young people and interpreters (when necessary).

Reception

- Take part in the rota for covering reception taking on duties including answering telephone calls, greeting visitors, maintaining stationery stock.

Internal Communications:

- To assist in facilitating the general communication with the volunteers to ensure that they are kept up-to-date with events and activities taking place, including assisting in the production of the monthly internal newsletter.

Data protection:

- Work with the Operations Manager to monitor implementation of and compliance with Baobab's data protection security guidelines.

Supervision

- Attend and engage with supervision meetings

General Community Based Activities:

- To participate as a member of the Baobab Community, attending weekly staff meetings, the regular four weekly Saturday community meetings and, from time to time, other out of hours community events as required (time off in lieu will be awarded).
- From time to time, undertaking any other tasks as required that are commensurate with the post and the small size of the organisation where work is often shared.

Person Specification

A) Education and Experience

- Educated to BA/ BSc level or equivalent with a GCSE or equivalent in English and Maths.
- At least two years' recent experience of working or volunteering in the voluntary sector in a busy office environment, ideally in a clinical setting.
- Experience of working with online filing systems and supporting others in using digital platforms.
- Experience of working with children, adolescents and young adults.
- Experience of working with a wide range of people for whom English is not their first language (and ideally with young asylum seekers and refugees).
- Advanced computer literacy including a range of computer packages including Word, Excel, PowerPoint, data bases and ability to use internet for research.
- Knowledge of data protection and confidentiality practices.
- Knowledge of what is required when working with vulnerable young people with mental health problems and the range of treatments available.

Desirable

- Experience of developing shared systems using Microsoft Packages including Outlook Calendar, OneDrive and SharePoint

B) Skills and Attributes

- Ability to maintain office filing and administrative systems accurately and methodically.
- Ability to communicate clearly, calmly and assertively both verbally and in writing with a variety of agencies and to negotiate on behalf of our young community members and our specialist organisation when different opinions are held.
- Ability to build relationships, relate to and communicate with vulnerable young people
- Ability to communicate calmly and assertively with young people when they are frustrated, anxious or agitated.

- Ability to think creatively and to grasp new concepts quickly.
- A strong capacity for self-organisation and an ability to multitask and handle multiple demands.
- Ability to work to deadlines and manage competing priorities.
- Resilience to cope with the upsetting nature of the work including sometimes dealing with levels of distress among some of the young people who attend.
- Proven abilities for self-reflection and sharing, and the capacity to make use of supervision and when necessary to seek help from colleagues.
- Ability to work within a multidisciplinary team composed of clinicians, administrators and caseworkers, working closely together and supporting each other to enable the development of young survivors of human rights abuses with mental health problems and emotional difficulties.

C) Commitment and Flexibility

- Able to work flexibly as part of a small team. Prepared to work some irregular hours, including evenings and weekends.
- A strong commitment to human rights
- A commitment to developing our multi-cultural and diverse service.
- A flexible and proactive approach to work.
- Enthusiasm, openness and passion for supporting and developing the Baobab Centre's holistic, integrated, therapeutic community approach and multi-disciplinary work with young people with mental health problems.

Please apply for this post by filling in out application form and sending it to saffi.jones@baobabsurvivors.org by Midnight on Wednesday 7th October 2020.

Interviews will be held in the week beginning 19th October 2020.