



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Administrator Rehab Team</b>
<b>WORKING FROM:</b>	Home or New Headway House, North Road, Stoughton, Guildford, Surrey GU29PU (or as directed by CEO/FAM/Services Coordinator).
<b>JOB PURPOSE:</b>	The main purpose of the role is to be the first point of contact (telephone, letter or email) with Headway Surrey into our range of services. For the right applicant, there may be future opportunities for extra training and learning new skills.
<b>RESPONSIBLE TO:</b>	Services Coordinator
<b>HOURS OF WORK:</b>	20 hours per week. Time 9am-1pm, or 10am-2pm
<b>HOLIDAY:</b>	25 days pro rata
<b>RESPONSIBILITIES:</b>	<p>To assist the Rehab Team by being the first point of contact for enquiries and referrals.</p> <p>To listen and respond to all enquiries / referrals (telephone, letter, email) for support services.</p> <p>To record all enquiries / referrals on CRM (Charitylog – training will be given).</p> <p>To ensure all enquiries / referrals are dealt with in a timely manner.</p> <p>To explain / action all enquiries via CRM clearly to the Rehab Team for them to action. To ensure information is recorded clearly on the CRM so that the Rehab Team can action.</p> <p>To provide administration support for referrals to allow access to Headway Surrey's rehab services. This will include all necessary admin for potential new clients and carers. Following through from enquiry to start date, collecting and processing documents (e.g. medical evidence, client contract client forms, GDPR consents, assistance in obtaining a Brain Injury ID Card from Headway UK. Liaising with adult social care or Citizen's Advice Bureau (CAB) for funding and benefits support (working with Headway Surrey's Finance and Admin Manager).</p>

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To record all enquiries on CRM (Charitylog – training will be given)

To ensure all enquiries are dealt with in a timely manner.

To explain / action all enquiries via CRM clearly to the Rehab Team for them to action.

To provide administration support to enquiries to allow access to Headway Surrey's rehab services. This will include all necessary admin for potential new clients and carers. Following through from enquiry to start date, collecting and processing documents (e.g. medical evidence, client contract client forms, GDPR consents, assistance in obtaining a Brain Injury ID Card from Headway UK. Liaising with adult social care or Citizen's Advice Bureau (CAB) for funding and benefits support (working with Headway Surrey's Finance and Admin Manager).

To signpost contacts to more appropriate services.

To attend team and staff meetings as required, either in-person or zoom.

To ensure and enable we help everyone that contacts us in a professional and caring manner.

**INITIAL KEY TASKS**

To undertake induction program. Which will include observing our range of services, learning about how to communicate with people who have an acquired brain injury, learning to update CRM.

To provide first point of contact for all incoming enquiries.

To provide further admin support to contacts to enable them to access our services or signpost to others.

**OTHER TASKS**

As a small organisation we plan carefully, but sometimes, medical and unplanned absences may present themselves. We may need you to cover / help the team. Training will be given, so that you are prepared for these eventualities.

To provide occasional support in the wider administration duties of the organisation as directed by the CEO, Finance and Admin Manager (FAM) or Services Coordinator.