

Job Description

Job Title	Clinical Administrator
Function	Service Delivery
Department/Team	Administration
Reports to	Team Leader/Team Manager
Direct Reports	None
DBS Check Level Required	Dependent on service
Grade/Job Evaluation Level	Core - Administrator
Salary Banding	Individual Contributor A
Created/Reviewed date	

You will be working for

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). Aquarius supports people in the Midlands affected by substance use or gambling. It was a subsidiary of Richmond Fellowship and became part of Waythrough in April 2026.

We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support.

Our vision is to break down the barriers that stop people getting the support they need to live a life they value.

Purpose of the Role

To provide clinical administrative services, data management and support to the clinical team.

Key Accountabilities

- Provide clinical administration and secretarial support to the clinical team.
- Provide cover and support at all hubs as required, including across site working.
- Rearrange clinics and generate bridging prescriptions when the service experiences unplanned prescribing clinician absence.
- Prepare prescriptions strictly adhering to protocol and procedure. Management of daily clinical task and prescription queries.
- Manage and audit central store of prescriptions, stocks, equipment and supplies securely in line with appropriate policy, and ensure appropriate stocks of prescription forms are available to clinicians (including the appropriate logging of forms in and out).
- Ensure clinical rooms remain stocked with all required supplies, equipment and client information and meet CQC requirements (including cleanliness). Ensure all stock and equipment are in date and recorded appropriately.
- Manage all appointments and rotas, including sourcing cover for holidays and sickness and arranging clinics with locum prescribing clinicians.
- Management of the Emergency medication box and Emergency checks on site. Ensuring all stock is in date, and box is stocked to minimum requirement.
- Ensuring the cold chain policy and procedure is followed.
- Calibration of all clinical equipment on site. Ensuring calibration procedure is adhered by, and clinical stock is calibrated and working efficiently.
- Arrange secure transport of prescriptions and pathology specimens as required.
- Follow the pathway of test requests and referrals, ensuring effective completion.
- Update and maintain the client database, including data validation relating to clinical targets and producing reports.



- Manage minor computer system faults and failures that impact the clinical team and the service delivery. Take responsibility for the running of the clinical SystemOne down process, organising and overseeing an action plan on site during this system fault/failure.

General Accountabilities

- Undertake continuing professional development including participating in clinical supervision, performance appraisals and attending training as/when required.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
- Keep abreast of policy and professional development within your area of professional expertise.
- To promote, adhere to and live our workplace values of being honest, committed and inventive.

Additional Information

Values and Competencies

Our Values

- **Kindness** - Be generous, caring and compassionate
- **Courage** - Be bold, trust, commit
- **Respect** - Everyone deserves dignity



Person Specification

Qualifications	Essential or Desirable
Educated to GCSE level incl. Maths and English	Essential
NVQ Level 2 Business Administration	Essential

Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	Essential
Excellent accurate typing skills	Essential
Ability to use MIS	Essential
Ability to organise and prioritise an increased workload	Essential
Ability to work as a member of a team	Essential

Experience	Essential or Desirable
Experience of managing data or of recording & retrieval of complex information	Essential
Experience of handling client/customer and professional complex enquires	Essential
Experience working in a confidential environment	Desirable
Experience of preparing prescriptions in consultation with clinicians	Desirable
Experience of working within a clinical team alongside medics and clinicians.	Desirable
Knowledge of Health & Safety issues	Desirable

