



James' Place Liverpool, Clinical Administrator

Job Title: Clinical Administrator

Salary: c. £25,000 per annum pro rata

Hours: 0.6 FTE, 22.5 hours per week, Monday to Wednesday

Location: Liverpool, Catharine Street, L8

The Charity

James' Place works to save the lives of men in suicidal crisis. We are a charity offering free, life-saving therapy to suicidal men at our centres in Liverpool, London and Newcastle.

James' Place was set up by Clare Milford Haven and Nick Wentworth-Stanley in 2008 after their twenty-one-year-old son, James, died by suicide ten days after a minor operation. James had no history of mental illness or depression and had sought urgent help for anxiety and suicidal thoughts, but didn't find it.

James' Place was set up to make the experience of finding help as easy as possible. We offer men who are experiencing a suicidal crisis a brief, intensive, therapeutic intervention in a safe environment. Men who walk through the door at James' Place will be in a space where they feel valued and respected. We provide a calm and peaceful environment both inside the centres and in our outside spaces, accessible to men who visit us as well as their friends and families. The first James' Place opened in June 2018 in Liverpool, the first of its kind in the UK. In 2022 we opened a new centre in London and in early in 2023 we launched an appeal to raise over £10m to fund three more centres across the country. Our third centre opened in Newcastle at the beginning of 2024, and we are currently raising funds to open a James' Place in Birmingham. We have treated over 3,100 men in suicidal crisis to date.

The opportunity

The successful candidate will take a key role in facilitating a warm welcoming introduction to the Liverpool Centre for men in suicidal crisis. You will be the first point of contact for referrers and men in distress, greeting visitors, answering the phone, booking appointments, and responding to email enquiries. You will be expected to set and maintain the tone of the experience at James' Place and provide efficient and effective administrative support to the centre team. Under the guidance of the Liverpool Centre Manager, you will process referrals, conduct accurate record keeping and help to ensure the centre runs safely and smoothly.

Person Specification

You will be joining a small, dedicated team at our well-established James' Place centre in Liverpool. This role requires someone with excellent people skills who can work effectively and

efficiently in an environment that is sometimes challenging. Your administration skills will be vital, and you will be able to work with a broad range of IT, including shared Outlook inboxes and calendars. You will feel comfortable using the full Office 365 suite and have the necessary organisation skills to maintain the highest standards of record keeping.

You will be the first person a man in suicidal crisis meets when he comes to James' Place and will be the first point of contact for men calling the centre, often in times of distress, so it is vital that the successful candidate possesses strong communication and interpersonal skills.

You will be able to provide a friendly welcome and create a sense of calm even when the centre is busy.

You will support the Centre Manager and wider team to deliver our effective intervention, therefore an ability to work collaboratively is essential. You will be responsible for managing the reception area and waiting room, ensuring that the centre is always kept safe and tidy. You will be able to work proactively and have a high level of attention to detail.

Skills, Knowledge, and Experience

Essential

- Strong communication skills, both written and verbal
- Excellent interpersonal skills with the ability to remain calm and caring in challenging situations
- Ability to manage time effectively, prioritise workload and meet deadlines
- Ability to maintain accurate records and follow set procedures
- Strong IT skills with the ability to learn new systems quickly and efficiently
- Knowledge of relevant Data Protection Regulation
- Promote people's equality, diversity, and rights
- Ability to demonstrate and engage with James' Place values: Focus, Bravery, Compassion, Hope, Respect, Professionalism
- Knowledge and understanding of safeguarding procedures
- A commitment to working with men who are experiencing a suicidal crisis, as well as their supporters
- Ability to work in a therapeutic environment
- A high level of attention to detail
- Ability to maintain your own personal safety and the safety of colleagues and visitors to the centre

Desirable

- Experience of working in a therapeutic environment or health-based setting
- Knowledge of relevant Health and Safety procedures

Principal accountabilities of the role

- Welcoming men and their supporters into the centre, maintaining a calm and caring approach with all those who are seeking support from our services.

- Dealing with enquiries over email and telephone, scheduling/amending appointments and taking messages as required.
- Speaking to men in distress who have contacted the centre and, where appropriate, taking self-referrals over the phone.
- Processing referrals and maintaining accurate records at all times in line with our administrative procedures.
- Supporting users of the service to access information about other agencies.
- Maintaining a safe and tidy environment in all areas of the centre and monitoring/replenishing stocks.
- Following Health and Safety procedures around safety alarms, security, heating, lighting, electrical equipment, and lone working.
- Supporting the Centre Manager to conduct routine Health & Safety checks and assessments.
- Making drinks for visitors and washing up.
- Managing refuse and recycling collections, ensuring it is collected by the contractors each week.
- Treating every person who contacts us with respect and offering them support in line with our values, policies, and procedures.
- Completing electronic filing, shredding, and general office admin.
- Providing admin support to the wider team as required e.g. recording and sharing meeting minutes.
- Maintaining an effective appointment system ensuring all the resources at James' Place are used efficiently.
- Recording and collating data to support the effective evaluation and monitoring of James' Place.
- Providing occasional administrative support to the Centre Manager, Head of Centre, and the Senior Management Team.

We offer:

- Generous pension scheme
- Family friendly policies
- Death in service insurance scheme
- Enhanced holiday allowance with incremental rises after qualifying period

How to Apply

To apply, please submit your CV with a cover letter explaining why you are applying for this role to askhr@jamesplace.org.uk. It is important to demonstrate you have the knowledge, skills and experience we are looking for in your CV and cover letter. Please keep your cover letter to less than 2 sides of A4.

Closing date: 9am Monday 3rd February 2025

Interviews will be held in person on Monday 17th February 2025.

Any job offers made are subject to the receipt of two relevant satisfactory employment references.

We expect this to include one from your most recent or current employer. Any job offers made are also subject to a satisfactory DBS check and a Right to Work in the UK check.

James' Place is committed to promoting a diverse and inclusive community. Our aim is that no job applicant, temporary worker, or employee receives less favourable treatment on the grounds of age, disability, gender and transgender status, race and ethnicity, religion, and belief (including no belief), marriage or civil partnership status or sexual orientation.

If you have a disability which means you'd benefit from any adjustments to the interview process to help you perform at your best, please do let us know in advance.