

The Family Psychologist



Child & Family Assessment Centre

thefamilypsychologist.co.uk

We are looking for an enthusiastic trainee practice co-ordinator to join our dynamic team here in Kidderminster. The successful candidate will have a flexible approach to working with our clients, their families and the TFP team. An excellent communicator and administrator with an eye for detail will be well placed to develop their skills and their role within our expanding practice.

What we do:

The Family Psychologist is a multi-disciplinary assessment and support clinic, working to provide a unique and varied mix of mental health, neurodiversity, and educational support for adults and children. We take every opportunity to collaborate as a group and favour a reflective working environment, which places emphasis on looking after not only our clients, but each other. We are a growing, like-minded team who genuinely care about the people we serve, and our aim is to provide a gold standard service.



The Role: Practice Co-ordinator (Trainee)

The Practice Co-ordinator role is client facing and you will be at ease welcoming clients, ensuring they feel cared for during their time at The Family Psychologist Practice. The role provides high-quality administrative and co-ordination support to clients, clinical and non-clinical colleagues to ensure the practice runs smoothly. You will be responsible for co-ordinating referrals, booking and maintaining appointments, keeping accurate records, and ensuring our clients experience a gold standard service. It's a varied role and you should be eager to learn and progress.



Key Duties & Responsibilities:

- Handle client queries, book appointments and assessments in person, by phone, and via electronic communication in a professional and sensitive manner.
- Register new clients and update records in line with practice protocols.
- Co-ordinate referrals, ensuring they are acknowledged, tracked through the system to minimise waiting times and delivered to agreed standards.
- Assist with managing any waiting lists to ensure a timely and quality service to the client.
- Liaise with GP Surgeries, Schools and Clinicians regarding their referrals to ensure all the necessary information is provided.
- Ability to communicate effectively with neurodiverse children, young people and adults, families, as well as colleagues.
- Prepare and maintain records, always ensuring confidentiality.
- Maintain electronic and paper-based filing systems.
- Undertake scanning, and data entry as required.
- Assist with production of reports, letters, and documents for clinicians and management.
- Monitor generic practice in-boxes and respond appropriately.

- Attend team meetings and contribute to service improvements.
- Provide cover for colleagues during periods of leave or sickness.
- Maintain strict confidentiality of all clients and practice information.
- Adhere to GDPR, safeguarding, and information governance requirements.
- Follow all practice and employment policies and value acceptance, inclusivity, equality & diversity.
- Always comply with the practice health and safety policies by following agreed safe working procedures and reporting incidents.



Key Competencies:

Essential:

- Previous administrative or clerical experience.
- Exceptional manner whilst interacting with clients and their families.
- Enthusiastic, self-motivated, compassionate, and adaptable.
- The ability to work flexibly, and to support thoughtful and reflective practice within the team.
- Ability to establish positive working relationships with a wide variety of individuals and groups.
- Excellent communication and interpersonal skills.
- Ability to work accurately under pressure and manage competing priorities.
- Commitment to client confidentiality.
- Ability to work to strict deadlines.
- Organised, self-disciplined and process driven.
- Proficient IT skills, particularly MS Word, Excel, Outlook & Teams.
- Conscientious with exceptional attention to detail and data accuracy.
- The ability to identify problems and resolve them swiftly.
- Be able to pick up information and learn new tasks quickly.
- Client and service focused whilst resilient and reliable.
- Confident and collaborative team member who can work unsupervised when needed.
- Ability to embrace growth and change.

Desirable:

- Experience of working within the NHS would be an advantage, but full support and training will be given.
- Knowledge of medical terminology.
- Knowledge of Autism, Neurodiversity and Learning Disabilities.



This job description is not an exhaustive list and there may be other duties required of the role holder, which will be commensurate with the role. This job description will be open to regular review and may be amended at any time to reflect changes and developments within the practice.

To apply for this role, please send your CV & a covering letter to:

careers@thefamilypsychologist.co.uk

Closing date: Friday, 17 October