

Job Title	Business Support Officer MDT Services
Responsible to	Fostering First Ireland
Location	Dublin 8
Hours	35 Hours Per Week – Monday to Saturday 12 month Fixed Term contract
Overall Purpose	To provide professional and comprehensive administrative support within FFI's MDT Service with key responsibilities for copy-editing and proofreading for Quality Assurance

Core Tasks:

A. Proofreading / Copy Editing for Quality Assurance

1. Ensure reports are read thoroughly and checked for grammatical, typographical, and formatting errors.
2. Ensure reports are easy to read and the content follows the prescribed structure per reporting templates.
3. Ensure reports are checked against Letters of Instruction for accuracy and ensure that instructions have been answered and assessment procedures and protocols have been followed by the report writers.
4. Contribute to improvements within the Quality Assurance team in relation to reporting protocols and procedures.
5. Monitor case progression on the database each day, checking due dates and changes to filing dates.
6. Liaise with the line manager for any queries in relation to late filing, missing statutory checks or documents.
7. Return reports to Consultants with highlighted errors for them to rectify. Unless amendments need to be made by the proof-reader directly.
8. Evaluate the quality of each consultant report submitted in accordance with the QA metrics and maintain clear records of ratings applied.
9. Submit all reports to the client /referring agent on time and log details on the database.
10. Liaise as necessary with Solicitors / Legal offices regarding filing of Court Reports.

B. MDT Clinic operations (online and on site)

1. Provide on-site assistance to clinicians and related staff during the operation of MDT clinics. This includes opening and locking up clinics punctually and adhering to safety and security procedures on site.
2. Welcoming clients and clinicians and promoting a positive experience for children, carer, parents, and the clinical/staff team as a whole.
3. Setting up test kits, materials, recording equipment to ensure smooth operation of clinic. Ensuring all materials are appropriately stored upon completion of the clinic activities.
4. Maintaining Test Kit Inventory – checking for any damage/missing items/wear and tear which could impact on assessment administration.
5. Assist with appointment reminders, follow ups, bookings via telephone/email.

C. General Administration

1. Provide administrative support to Senior BSO regarding Referrals / Case management and Clinic Bookings.
2. Preparing and issuing standard quotes, fee notes, record keeping.
3. Schedule appointments for children / parents – ensure appointments are communicated appropriately and booked and confirmed using company systems.
4. Assist in producing service reviews/reports on occasion
5. Work with the larger company team, providing cover for team members when on leave, as appropriate.
6. Develop and maintain good relationships with colleagues and external agencies.
7. Ensure all administrative functions are compliant with relevant policies, national standards and regulations.
8. Attend and participate in team meetings, relevant company events, learning and development opportunities, supervision sessions and appraisals punctually and well prepared, as appropriate and when required.
9. To complete any other tasks as requested by a Senior Manager

D. Provide MDT Assistance to Clinical Leads on request**

1. This may involve completing semi structured, information gathering interviews with parents/carers, teachers under the supervision of the Clinical Lead (Senior Psychologist, Senior SLT or Senior OT).
2. Observation of clients in clinic or at school /preschool subject to professional guidance and approval of Clinical Lead.
3. In such instances your role would be specified as a Psychology Assistant for the purposes of any professional report produced.

*****Please note a minimum of 2.1 in Psychology Hons degree is required (2.1 Master's degree level is preferable) to act as Psychology Assistant per PSI guidelines. No contractor can be assigned these specific tasks in the absence of said qualifications.***

Additional Duties:

Due to the nature of this role, the actual hours of work will differ from the standard Monday to Friday, 9am to 5pm and you will be expected to work in a flexible way and provide additional working time where necessary when tasks not specifically covered in the job description, have to be undertaken. For some posts, such as those directly working with carers and children or young people, this may include working in the evenings or at weekends on occasions.

1. The post holder will respond sensitively and professionally to the children, young people and families who work with FFI.
2. The post holder will be expected to undertake training and development deemed necessary for the pursuance of the post.
3. The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use company electronic systems effectively.
4. The post holder will be expected to ensure that Health and Safety is observed in the course of employment.

5. The post holder will be expected to ensure and comply with Equal Opportunities Policy and Procedure in all employment practices.
6. The post holder will be expected to comply with the no smoking policy in place.
7. The post holder will be expected to work effectively as part of the FFI team.
8. The post holder will be expected to participate in the development of FFI to meet its aims and objectives.
9. The post holder will be expected to uphold and promote the professional image of FFI.
10. The post holder will be expected to adhere to the principals of the Data Protection Legislation.
11. The post holder will be expected to demonstrate that the Fostering First values are at the centre of all they do.
12. The post holder will be expected to promote and maintain positive anti-racist, anti-sexist and multicultural practices.
13. Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping the Director informed of work in progress and informs the Director immediately of any child protection matter or serious complaint. Ensuring compliance with Child Protection Procedures with special reference to Children First Guidelines, Children First Act 2015 and reporting procedures.

PERSON SPECIFICATION: Business Support Officer – MDT Service

Qualification	Essential (E) Desirable (D)	Evidenced
Relevant business or related qualification (Degree or equivalent)	E	Application
Relevant work experience (post qualification)	D	Application
Experience		
Experienced in formatting written documents with high attention to detail	E	Application / Interview
Experience and competency developed in administrative skills acquired through working in a fast paced administrative environment	D	Application / Interview
Experienced in utilising database (CRM) systems	D	Application / Interview
Experience and competency developed in working to and managing competing deadlines	E	Application / Interview
Ability to compose clear, accurate and concise reports and letters	E	Interview
Proven track record of achieving results as an individual in a target orientated environment	D	Interview
Knowledge of Child Care/ Family Law / Psychology sectors would be an advantage	D	Application
Experience of providing face to face and online customer support services	D	Application
Logistical skills in co-ordinating busy schedules with multiple personnel	D	Application / Interview
Personal Skills		
A high standard of written English, including spelling, grammar and punctuation with a sharp eye for detail	E	Application / Interview
Must be self-motivated and have the ability to manage deadlines and work under pressure with changing priorities	E	Interview

Strong professional communication skills essential for building relationships and liaising with all stakeholders	E	Interview
Excellent organisational skills	E	Interview
Be pro-active and dynamic with a 'can do' attitude	D	Interview
Ability to work under minimal supervision and to make appropriate decisions	D	Interview