

Job Title	Business Support Officer - MDT Service
Responsible to	MDT Service Director
Location	Dublin 8
Hours	35 Hours Per Week – Monday to Saturday 12 month Fixed Term contract
Overall Purpose	<p>To provide professional and comprehensive administrative support within FFI's MDT Service.</p> <p>Primary responsibilities include: proofreading / copy-editing professional reports for Quality Assurance purposes, co-ordination of intake/screening assessment measures for attending children and families and supporting the MDT clinic operations.</p>

Core Tasks:

A. Proofreading / Copy Editing of Professional Reports for Quality Assurance

1. Ensure assessment/intervention reports are read thoroughly and checked for grammatical, spelling/typographical errors.
2. Ensure consistency in the visual presentation of professional reports - checking style settings are aligned providing the correct structure throughout in accordance with the report templates.
3. Review professional assessment reports for fluidity of writing, clarity of communication and accuracy of data reported.
4. Ensure the reports are easy to read and the content follows the prescribed structure per reporting templates.
5. Ensure the reports are checked against Letters of Instruction /Terms of Reference for accuracy and ensure that instructions have been answered and assessment procedures and protocols have been followed by the report writers.
6. Contribute to improvements within the Quality Assurance team in relation to reporting protocols and procedures.
7. Monitor case progression on the database each day, checking due dates and changes to filing dates.
8. Liaise with the line manager for any queries in relation to late filing, missing statutory checks or documents.
9. Return reports to consultant clinicians with highlighted errors/queries for them to address. (Unless basic corrections need to be made by the proofreader directly.)
10. Provide feedback to the clinicians (report writers) on recommendations for improvement or clarification of draft reports.
11. Evaluate the quality of each consultant report submitted in accordance with the QA metrics and maintain clear records of ratings applied.
12. Submit all reports to the referring agent (Tusla /HSE) securely and on time. Log details on the inhouse (customised) database.
13. 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. Welcome children, families and the clinical team to the MDT clinic. Ensure a safe and calming space is provided - promote a positive experience for children, carers/ parents, and the staff team as a whole.
3. Set up test kits, materials, recording equipment to ensure smooth operation of clinic. Ensure all materials are safely stored upon completion of the clinic activities.
4. Maintain a Test Kit Inventory – complete routine checks for any damage/missing items/wear and tear which could impact on assessment administration.
5. Scheduling: Assist with appointment bookings, reminders, any cancellations and follow ups via telephone/email.
6. Set up, track and maintain assessment screening files/measures, utilising digital testing platforms to support the case intake stage and psychometric assessments for all children/families attending MDT Clinics. (*Training is provided on how to use Digital Testing platforms such as WPS, Q Global, Par-inc., MHS etc).*

C. General Administration

1. Provide administrative support to Senior BSO regarding Referrals / Case management and Clinic Bookings.
2. Prepare and issue standard quotes and fee notes – maintain up to date case records.
3. Schedule appointments for children / parents – ensure appointments are communicated appropriately and booked and confirmed using company systems.
4. Maintain an effective electronic tracking system to ensure information is shared across the team accurately (utilising Excel trackers and inhouse CRM).
5. Prepare accurate weekly statistics, workflow summaries and case documentation (e.g. letters for schools/families/professionals).
6. Work with the larger company team, providing cover for team members when on leave, as appropriate.
7. Develop and maintain good relationships with colleagues and external agencies.
8. Ensure all administrative functions are compliant with relevant policies, national standards and regulations.
9. 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.
10. To complete any other tasks as requested by a Senior Manager

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

The following (optional) tasks would only be assigned if the successful candidate has the appropriate background qualification in Psychology; i.e. minimum of 2.1 Bachelor's degree Psychology (Master's degree preferable) to act as Psychology Assistant per PSI guidelines. *No staff member can be assigned these specific tasks in the absence of said qualifications and appropriate professional supervision.*

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. Semi-structured observation of clients in clinic or at school /preschool subject to supervision and approval of the Clinical Lead.

In such instances your role would be documented as a Psychology Assistant for the purposes of any professional report produced.

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.

PLEASE SEE BELOW FOR PERSON SPECIFICATION

PERSON SPECIFICATION: Business Support Officer – MDT Service

Qualification	Essential (E) Desirable (D)	Evidenced
Relevant Degree or equivalent (e.g. Business admin, English, Psychology)	E	Application
Relevant work experience (post qualification)	E	Application
A high standard of written English, including spelling, grammar and punctuation with a sharp eye for detail (can be evidenced through academic records)	E	Application / Interview
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 relevant sectors (Child Care/ Family Law / Disability services/Psychology/Paediatric clinics) 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		
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
Must be flexible and adaptable in response to identified operational or client needs to ensure children and families receive high quality service.	E	Interview
Be pro-active and dynamic with a 'can do' attitude	D	Interview
Ability to work day to day under minimal supervision and to make appropriate decisions	D	Interview
Demonstrate appropriate warmth in communications with a child-friendly approach.	E	Application/ Interview