



emotional trauma & therapy specialists
clearsupport.net | Reg charity no. 1165574

Job Role

Role Title	Referrals and General Administrator
Salary	£24,600 (pro-rata) according to experience
Term	Permanent
Hours	22.5 hours per week. Times are flexible within office hours of 8am to 5pm
Location	Office Based, Cathedral Lane, Truro NB this role is not suitable for hybrid working
Post reports to	Referrals Manager
Other Considerations	The successful applicant will require an enhanced DBS Check Probation period is 6 months, with interim review after 3 months

Job Role and Purpose

You will play a pivotal role in helping our small charity to run smoothly for the benefit of our clients, volunteers and the staff team. You will be the first point of telephone contact for many clients and organisations and will be responsible for keeping a range of monitoring systems up to date. You will report to the Referrals Manager and build strong relationships with all the senior management team.

Key attributes

You will be resilient, motivated, a quick learner and able to work on your own as well being part of a small and busy team. You will need excellent communication skills, a good grasp of IT systems and great organisation and planning skills.

Your role will include routine exposure to experiences of trauma – both spoken and written. This includes trauma in relation to sexual abuse and sexual violence both in childhood and as an adult. You will receive support, training and supervision from the CLEAR team to help to manage this. You will also need to be aware of and actively manage your own wellbeing.

Key Responsibilities

Referrals Administration:

- Taking new enquiries by telephone, email and post; recording on the CLEAR client database
- Receiving new referral forms – checking for completeness and following up where key information is missing. Inputting referral information to the client database
- Supporting Clinical Leads for Child and Adult services including attending referrals meetings where needed.
- Liaising with referrers, therapists and counsellors to gather and give information
- Confirming grant-funded pathways and spot purchase arrangements via purchase orders
- Maintaining and auditing referrals systems in bespoke platforms including the CLEAR database and Victim Care Unit online portal.
- Auditing client records as requested by the Quality and Evaluation Lead,

General administration

- Overseeing the Admin email inbox
- Managing room bookings
- Answering the telephone
- Maintaining records of CLEAR training delivery
- Processing DBS checks and keeping personnel files up to date
- Undertaking health and safety checks as needed
- Printing, filing and general administrative support for Service Leads
- Ensuring office supplies are maintained and therapy/training rooms are in good order
- Any other reasonable duties as requested by senior managers.

Person Specification: Skills, Knowledge and Experience:

Essential Skills and Experience	Desirable
Proven experience of communicating effectively with a wide variety of people and organisations by telephone and email.	Knowledge of safeguarding principles and procedures for children and vulnerable adults
Excellent IT Skills with experience of using Microsoft Office and bespoke databases.	ECDL or similar
Experience of engaging with/supporting people who may be in distress.	Counselling skills qualification (L2 or above)
Proven experience of working to deadlines, managing and organising systems.	Project or caseload management experience

Closing date for applications: 6pm, 22nd August 2025

Please email info@clearsupport.net for an application form putting 'Administrator Job Application' in the title of the email.

Updated July 2025