

## Clinical Administrator

Company:	Living On Bereavement Service (registered Charity)
Location:	Hybrid- working from home and Office in Chelsfield Village
Reports to :	The CEO/Lead Family Support Worker
Hours:	12 per week
Pay:	£23,400 full-time equivalent (FTE 0.4)
Pro rata salary:	£9,360
Hourly rate:	£15.00 per hour

### Introduction

Living On is a small and growing charity which was founded in 2016 providing support for children and young people who are bereaved, living mainly in the postcode areas BR5 and BR6 in the London Borough of Bromley. We offer bespoke support, tailoring our services to meet the needs of the child and their family. Our services include:

- Group work – bringing bereaved children/young people and their families together to work therapeutically
- One to one therapeutic work
- Social Events – where children, young people and their families have the chance to get together and have fun thereby reducing the isolation that is often when bereaved.
- Support to local schools and professionals working with bereaved children

Support from Living On is provided by Family Support Workers or specially trained volunteers and our therapeutic groups are run in conjunction with freelance dramatherapists and counsellors.

Living On has recently been successful in gaining funding from the National Lottery Community Fund to employ a clinical administrator to ensure the ongoing sustainability and development of the service. This role offers the chance to make a direct difference to bereaved children and families and gives the opportunity to build a role with visible impact in a growing charity. We offer flexible/hybrid working.

### Role Description

To provide high-quality administrative support across the charity's family support services. The role works alongside the Family Support team and Fundraiser and supports the coordination of groups, Family, social and fundraising events, volunteer processes, communications, and administration for service delivery. The postholder will often be the first point of contact (over the phone, email) for families, volunteers, and partners, helping the charity operate efficiently and compassionately.

## Key Responsibilities

### First Contact Duties

- Answer incoming calls and respond to enquiries with warmth and professionalism.
- Make first calls to new families and book initial visits or assessments.
- Maintain accurate records of enquiries and referrals.
- Follow up referrals received with professionals – to information gather
- Therapy group coordination — Set up and administer children's, young people's and dads' groups, including preparing paperwork, collecting consent and evaluation forms, maintaining attendance and outcome records, and liaising with schools, venues, and partner organisations.
- Family events management — Organise family activities and fundraising events by booking venues, suppliers, and facilitators, supporting planning and logistics, coordinating promotion, and gathering follow-up evaluations and testimonials.
- Resource and materials oversight — Order and prepare resources and materials required for groups, events, and clinical sessions.
- Communications and engagement — Create event tickets, invitations, and mailouts; produce community newsletters; support social media scheduling; and liaise with local donors regarding collections and acknowledgements.
- Help Point coordination — Administer the Help Point service, including rota management, facilitator bookings, venue liaison, resource preparation, and inputting monitoring and evaluation data.

### Volunteer Administration

- Manage volunteer paperwork including DBS checks, induction materials, updates, and supervision records.
- Support volunteer communication and scheduling.

### 8. General Duties

- Maintain organised digital and paper filing systems.
- Contribute to a positive, supportive team culture.
- Oversee all outcome measures administration; collating, scoring and analysing
- Undertake any other reasonable duties in line with the role.

## Person Specification Clinical Administrator

	Essential	Desirable
Qualifications/ requirements	<p>Enhanced DBS clearance</p> <p>Good standard of general education, typically GCSEs (or equivalent), including English and Maths.</p> <p>Evidence of strong written communication skills, shown through previous work, volunteering, or study</p> <p>IT proficiency, demonstrated through experience or training (e.g., Microsoft Office, email systems, databases).</p>	
Experience	<p>Experience in an administrative role, ideally in a clinical, education, or community setting.</p> <p>Experience liaising with external partners such as schools, venues, or community organisations</p> <p>Experience handling sensitive or confidential information</p>	<p>Basic understanding of outcome measurement or data collection.</p> <p>Experience working in a charity, school, health, or social care environment.</p> <p>Experience coordinating volunteers or managing volunteer paperwork.</p> <p>Experience with social media scheduling or basic content creation.</p>
Knowledge	<p>Understanding of confidentiality, GDPR, and safeguarding principles.</p> <p>Awareness of the needs of families and communities (or willingness to learn</p>	<p>Knowledge of clinical or family support services.</p>
Skills and abilities	<p>Excellent written and verbal communication skills.</p> <p>Competent in using IT systems including Microsoft Office, email marketing tools, and databases.</p>	
Personal Attributes	<p>Comfortable speaking with families about bereavement and having difficult conversations</p>	

	<p>Warm, approachable, and able to communicate with empathy.</p> <p>Highly organised with strong attention to detail.</p> <p>Proactive, reliable, and able to work independently.</p> <p>Flexible and willing to support colleagues across the charity.</p> <p>Committed to the charity's values and mission.</p>	
Other	<p>Willingness to undertake relevant training</p> <p>The right to work in the UK (I)</p>	<p>Willingness to work flexibly, including occasional evenings or weekends</p>

**To Apply:**

Please send a cover letter and your CV to [heather@livingon.org.uk](mailto:heather@livingon.org.uk). We will close this application on Friday 19 June and hope to have interviews the week of 22 or 29 June 2026.