

## **Dialogue (Camden Mediation)**

### **Job Description**

Post:	Casework Administrator
Accountable to:	Casework Supervisor
Accountable for:	-
Salary:	£23,147 (pro-rated)
Hours:	21 hours per week (by arrangement)

### **Purpose of the post**

1. To assist the client care supervisor with the organisation and delivery of our services in accordance with agreed standards and procedures

### **Principal accountabilities**

1. Respond to client enquiries and referrals
  - a. ensure clients understand the process and any associated costs
  - b. address any issues and concerns that the clients have
  - c. signpost to sources of further information and support as required
  - d. book appointments with clients, mediators and outreach organisations
  - e. book additional services as required e.g. interpreters
2. Ensure all necessary records are complete and accurate
3. Phone clients to confirm their attendance
4. Undertake any other tasks delegated by the casework supervisor on a day to day basis
5. Respond to queries from referral agents and colleagues as appropriate
6. Work within the designated hours of service provision, including out of office hours, as required
7. Maintain good working relations with clients, referral agents and colleagues
8. Adhere to all Dialogue policies and procedures, in particular: confidentiality, equal opportunities and health and safety in the delivery of services
9. Undertake any other reasonable duties

**(Dialogue) Camden Mediation  
Person Specification  
Casework Administrator**

**Experience**

- Experience of working in a customer focussed environment
- Experience of working with people from a wide variety of backgrounds
- Experience of undertaking administrative functions
- Experience of using databases to organise services

**Skills and attributes**

- Patience
- Able to stay calm and focussed working with distressed clients
- Accuracy and attention to detail
- Excellent verbal communication skills; on the phone and face-to-face
- Able to work on own initiative and as part of a team
- Well organised and methodical
- Able to plan for and meet deadlines and juggle priorities
- Able to work flexible hours as required
- Digital working

**Values and attitudes**

- Commitment to equal opportunities

**Desirable criteria**

- Experience/understanding of mediation