

A Day in the Life – Multisystemic Therapy (MST) Service

Business Support Officer - Grade 5

Brief introduction of team and environment:

The service sits under the remit of the Head of Psychosocial Support.

There are three MST teams consisting of one Service Manager and four Therapists.

You will work closely with the Business Support Manager who will provide support, guidance and development opportunities alongside another full-time Business Support Officer.

Be organised! Once logged on to your computer check your Outlook reminders/tasks and workload for the day and prioritise.

Monitor and respond to emails received in the MST mailbox.

Referrals – support Service Managers by arranging screening appointments using Outlook, recording outcomes and keeping records up to date.

Databases – view, download reports and enter records.

Contact families to complete Therapist Adherence Monitoring forms.

Input and update spreadsheets.

File management.

Save and upload to the MST Sharepoint site in compliance with GDPR.

The above is a summary of the main duties of the role.