

**Job Description and Person Specification:**

**Counselling Service Co-ordinator**

Salary: Pay Scale £20,202 per annum pro rata

Hours: Part-time (9 hours per week, over Wed, Thurs and Fri afternoon, 3 days pw)

Location: Melksham, Wiltshire

Reporting to: Counselling Lead

Responsible for: Administration/Management of Counselling Service

Contract type: Fixed-term for 12 months with possibility of extension

**Role Summary:**

Wiltshire Mind is a local mental health charity. Our Counselling Service is a busy, well-established counselling service for people across the county of Wiltshire. We also provide counselling training placements to trainees on counselling diplomas.

We are recruiting a Counselling Service Co-ordinator to co-ordinate, lead, develop and expand our counselling service. This is a predominantly an admin/co-ordination role to ensure the smooth running of the service. A knowledge of counselling or mental health awareness would be an advantage but is not essential. The successful candidate will be a highly organised, professional Co-ordinator able to co-ordinate and expand our existing service. They will work closely with our Counselling Lead to ensure the smooth running of our service.

The successful candidate will need to demonstrate high levels of professionalism, and management skills. Close liaison with the Chief Executive, Counselling Lead and the Office Co-ordinator will be an integral part of the work.

The role is subject to receiving satisfactory references and a probationary period.

Initial hours will be 9 hours per week, but there is scope for additional hours in the future, subject to the requirements and demands of a growing service.

Some evening work may be required.

**Job Description:**

**Service Management & Development:**

1. To coordinate and manage a safe, professional and accessible face to face counselling service alongside the Counselling Lead.
2. To lead on work (working closely with the Counselling Lead) to develop and review appropriate policies and procedures, including referral, cancellation, assessment, financial and administrative procedures.
3. Manage and collate income from counselling clients and associated administration.
4. To work with the Counselling Lead to develop and implement a business plan for the service.
5. To manage administration linked to the recruitment and induction of volunteer counsellors.
6. To manage enquiries on behalf of the Counselling Service.
7. To work with Counselling Lead to liaise with local training providers regarding trainee counselling placements.
8. To ensure adequate professional supervision and attendance by counsellors, manage process with Counselling Lead
9. To develop and expand existing service provision.
10. To promote and publicise the counselling service among relevant agencies, referrers, service users and potential service users.
11. To liaise and network with relevant statutory and voluntary sector partners and regulatory bodies.

**Service Delivery/Administration:**

1. To manage Assessment diary.
2. To maintain and manage the counselling waiting list, allocate sessions in conjunction with Counselling Lead.
3. To maintain and manage record systems.
4. To ensure good use of counselling space, co-ordinate sessions to ensure rooms are fully utilised.
5. To organise external clinical supervision and ensure all sessions are fully utilised by volunteer counsellors.
6. Set up and manage effective system to handle cancellations and gain payment.
7. Manage all counselling income, analyse income produce report for Service Lead and CEO.
8. Production of reports linked to effectiveness of counselling service – income, DNA/cancellations.
9. Produce leaflets, posters and promotional material as necessary.
10. Provide admin support for service as appropriate.
11. To report to and liaise with line management regarding the delivery of the service.
12. To ensure that client complaints are investigated and dealt with appropriately.
13. To ensure that a profitable service is provided to support the charity.

**Service Monitoring & Evaluation:**

1. To set up and maintain appropriate record keeping systems in line with data protection requirements.
2. To ensure service outcomes and outputs are effectively monitored and evaluated and prepare service statistics monthly in conjunction with Counselling Lead.
3. To ensure budgets are adhered to and financial systems maintained.
4. To gain income from all counselling sessions, donations for assessments and cancellation charges.
5. Manage funded projects/budgets in line with the funding application and monitored.

**Please note this job description is intended to outline the main duties of the post and may change as the post and service develops.**

**Person Specification:**

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| **Key Skills and Strengths** | **Essential**  | **Desirable**  |
| Excellent verbal and written communicationAbility to co-ordinate counselling service IT literate with a working knowledge of Microsoft Office packages. Secretarial/admin experience and skillsExcellent organisational skillsKnowledge of office systems and procedures.Understanding of office procedures, legislation, data protection.Ability to create and manage new systemsAttention to detailAbility to demonstrate a methodical, organised and flexible approach to work. Ability to multi taskEffective listening skills.Excellent interpersonal and customer service skills, customer focussed with the ability to communicate effectively with a diverse range of people. Ability to plan, organise and prioritise workload to meet deadlines. Professional approach.Ability to design and process a wide range of documents.Ability to relate well with colleagues, Trustees and members of the public.Maintain a high level of confidentiality and discretion at all times.Ability to work under pressure. | √√√√√√√√√√√√√√√√√√√ |  |
| **Experience**  |  |  |
| Practical experience of working in a busy office environment.Using IT systems and packages. Working as part of a team and on own initiative.Responding to queries and simple problem solving. Setting up and maintaining manual and electronic filing systems.Diary management and appointment booking using manual and computerised systems. Experience of working within the Voluntary SectorExperience of creating and maintaining policies and proceduresAn awareness of mental health issues and counselling servicesKnowledge of voluntary and statutory sectorExperience of managing service developmentExperience of funded project management | √√√√√√√ | √√√√ √  |
| **Qualifications** |  |  |
| At least 5 C/GCSE’s or equivalentRSA Stage II, Word Processing or NVQ 2 in Business Administration (or equivalent). RSA Stage 3 Word Processing or NVQ 3 in Business Administration. IT qualifications Management qualificationsFirst Aid | √√ | √√√√ |
| **Personal style and characteristics** |  |  |
| Self StarterCommitment to providing a high quality serviceProfessional and friendly manner Can work both on own and also effectively as a team playerAbility to remain calm under pressureMulti taskerFlexible Willingness to contribute to the charitable aims of the organisation | √ √√√√√√√ |  |

**How to apply:**

**CLOSING DATE 24 JANUARY 2020**

Please send a CV together with a covering letter by email or letter to:

Wiltshire Mind, Part 1st Floor, 2nd Floor, 21-23 High Street, Melksham SN12 6JY.

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