



## **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, days/hours to be negotiated, ideally 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

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#### **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/management 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.

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## **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:**

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

### **Service Monitoring & Evaluation:**

25. To set up and maintain appropriate record keeping systems in line with data protection requirements.
26. To ensure service outcomes and outputs are effectively monitored and evaluated and prepare service statistics monthly in conjunction with Counselling Lead.
27. To ensure budgets are adhered to and financial systems maintained.



<b>Qualifications</b>		
At least 5 C/GCSE's or equivalent	√	
RSA 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 qualifications		√
First Aid		√
<b>Personal style and characteristics</b>		
Self Starter	√	
Commitment to providing a high quality service	√	
Professional and friendly manner	√	
Can work both on own and also effectively as a team player	√	
Ability to remain calm under pressure	√	
Multi tasker	√	
Flexible	√	
Willingness to contribute to the charitable aims of the organisation	√	

**How to apply:**

**CLOSING DATE 31 MARCH 2017**

Please send a CV together with a covering letter by email or letter to:  
Carolyn Beale, Wiltshire Mind, Part 1<sup>st</sup> Floor, 2<sup>nd</sup> Floor, 21-23 High Street, Melksham SN12 6JY.

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