



Job Description and Person Specification:

Service Delivery Assistant - Counselling

Salary:	Pay Scale £22,308 per annum pro rata (£11 per hour)
Hours:	Part-time (9.5 hours per week, days and times are negotiable)
Location:	Melksham, Wiltshire
Reporting to:	Counselling Lead
Responsible for:	Conducting Counselling initial assessments, wellbeing calls and admin support
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 Service Delivery Assistant. This role will include conducting counselling initial assessment appointments and, also holding wellbeing calls. It will also involve building relationships with the Counsellors within the charity in order to be able to allocate clients to the appropriate counsellor. A counselling qualification is essential to the role and experience of holding counselling assessments would be an advantage. The successful candidate will work closely with our Counselling Lead and Counselling Co-ordinator to ensure the smooth running of this part of the service.

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

The hours will be 9.5 per week, the days and times of which are negotiable between the hours of 9am and 3pm, Monday to Friday.

Some evening work may be required, on occasion.

We are an equal opportunities employer and welcome applications from all sections of the community.

Job Description:

Service Delivery Assistant Duties:

1. Conduct initial assessment appointments with clients wishing to access the Wiltshire Mind counselling service either by telephone or face to face, when possible.
2. Assess the needs of clients and work with clients to decide if their needs will be met by the service offered.
3. Signpost clients where appropriate.
4. Liaise with local services where needed.
5. Build and maintain relationships with Volunteer Counsellors.
6. Allocate clients to the appropriate counsellors considering levels of training, specialisms and qualifications.
7. Communicate with Counselling Lead and Counselling Co-ordinator regarding waiting lists.
8. Manage the assessment diary.
9. Maintain and manage paperwork associated to counselling assessments.
10. Hold telephone wellbeing calls.
11. Contact service users that have requested support in order to explore their needs.
12. Attend regular clinical supervision provided by Wiltshire Mind.
13. Maintain documents relating to wellbeing calls across the service.
14. Liaise with all other wellbeing supporters on a weekly basis.
15. Communicate with clients by email, telephone

Service Monitoring & Evaluation:

16. Maintain appropriate record keeping systems in line with data protection requirements.
17. Ensure relevant monitoring documentation is completed and recorded.
18. Promote the needs of the charity in order to encourage donations for counselling sessions and assessments.

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:

Key Skills and Strengths	Essential	Desirable
Ability to hold telephone assessments with clients.	√	
Confidence in holding time-bounded calls with clients regarding their wellbeing.	√	
Excellent verbal and written communication	√	
IT literate with a working knowledge of Microsoft Office packages.	√	
Excellent organisational skills	√	
Knowledge of office systems and procedures.	√	
Understanding of office procedures, legislation, data protection.	√	
Attention to detail	√	
Ability to demonstrate a methodical, organised and flexible approach to work.	√	
Ability to multi task	√	
Effective listening skills.	√	
Ability to plan and organise workload.	√	
Professional approach.	√	

Ability to relate well with colleagues, Trustees and members of the public. Maintain a high level of confidentiality and discretion at all times.	√ √	
Experience		
Experience of conducting initial assessment appointments 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 Sector	√ √ √ √ √	√ √
Qualifications		
Counselling Qualification, minimum of Level 4 Diploma or equivalent	√	
Personal style and characteristics		
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: Friday 30th October 2020

To enquire about the role and request an application form, please email Philippa Collins using the email address detailed below:

☎ 01225 706532 ✉ philippa.collins@wiltshiremind.co.uk 🌐 www.wiltshiremind.co.uk