



Job Title	Counselling Administrator
Hours (per week)	18 hours over 4 days (some evening hours required)
Location	Hastings
Salary	NJC point 7-11 £24,294 (pro rata)
Responsible to	CEO
Supervised by	Office Manager
Length of contract	Permanent contract

Main Duties

Play an integral part in the running and administration of a busy mental health service – processing clients throughout their engagement with the Service
Be the first point of contact with vulnerable clients accessing the service and liaise with counsellors as required
Contact clients to book appointments by telephone, text and/or letter
Cover reception and welcome clients and visitors to the service, maintaining and managing the smooth throughput of clients and counsellors
Share responsibility for updating bespoke database and IT systems
Maintain diary and manage appointments for both clients and counsellors
Play a part in the running of the main office whilst maintaining and developing systems alongside existing staff
Support the CEO and Clinical Manager with administrative tasks as required
Assist with banking

Maintain Health & Safety procedures
Maintain the counselling rooms, waiting room and public area
Occasionally support our training days
File papers and maintain established systems
Attend monthly Team Meetings, Supervision and other meetings as required
Be fully responsible for opening and locking-up the Service when required by working hours

Person Specification (please directly respond to following points in application)

Must have experience and a good understanding of the importance of confidentiality
Must have a friendly and encouraging manner with a full understanding of professional boundaries whilst having the ability to relate well to a variety of people
Requires excellent verbal and written communication skills and recognises the need for accuracy and attention to detail
Shows understanding of significance of administration to support the counsellors and counselling sessions
Exhibits good planning and an ability to prioritise tasks whilst under pressure
Requires a calm telephone manner and the ability to deal with clients in distress without 'overstepping' the role of administrator
Must have numerical competence and experience of handling finances
Shows ability and experience of data inputting and competence in use of IT systems
Requires experience of maintaining health & safety procedures
Shows an ability to work both alone and as part of a strong, supportive team
Shows the ability to be fully involved in formation of new systems and processes whilst following guidance and instruction from senior staff
Must be flexible to meet the needs of the service – hours between 9.30am-7pm

Counselling Plus Community strives to be an Equal Opportunities employer (within the limitations of the building) and we recruit on ability without regard to race, age, religion, physical or mental history etc

This post requires an Enhanced DBS check (Disclosure and Barring Service - previously CRB)

This job description is subject to amendment without changing the level of responsibility.