

## **JOB DESCRIPTION**

<b>Job Title</b>	Counselling Service Administrator
<b>Location</b>	Mind in Enfield, 275 Fore Street, Edmonton, N9 0PD
<b>Reporting To</b>	Clinical Lead
<b>Service</b>	A busy and growing IAPT counselling service requires a discreet, proactive and experienced Administrator to help with the running of our office, reporting to Clinical Lead and working alongside a small Counselling team.

### **Job Summary**

1. To ensure the smooth day-to-day running of the counselling service working closely with the Clinical Lead to design and develop effective administrative systems.
2. To provide efficient and confidential support to the team of counsellors, clients, and Clinical Lead.
3. To respond to enquiries, safeguarding communication pathways and manage the filing and data base systems. Setting in place administrative systems and procedures, to keep them up to date efficiently and as required.
4. Overall responsibility for the service administration, coordination of meetings, appointments, and room bookings.

### **Main Duties**

- 1) Reception
  - a. To respond to arrivals
  - b. To inform counsellors of their clients' arrival
  - c. To ensure the waiting area is tidy and welcoming
  - d. Report to Clinical Lead any issues and concerns in the premises
  - e. To carry out general reception duties
  
- 2) Administration
  - a. General
    - i. Respond to telephone enquiries, taking clear and detailed messages, and ensure messages are dealt with efficiently and in timely manner.
    - ii. To provide administrative support to the Clinical Lead and counselling team.
    - iii. To manage and organise filing system, keeping it up to date personally as required.
    - iv. To manage and update database system regularly as required.
    - v. To assist in the collection and registration of counselling data for service audit and statistical reports.
  
  - b. Intake System

- i. To respond to enquiries and referrals.
  - ii. To register all enquiries and referrals in the database system.
  - iii. To send out referral packs to clients
  - iv. To update database system with new applications.
- c. Assessment Service
  - i. To manage and update the office diary and attendance records.
  - ii. To arrange assessment appointments in coordination with the counselling team.
  - iii. To work together with the Clinical Lead and Evening Administrator to ensure the counselling rooms are kept in good order for clinical practice in line with Health and Safety guidelines and Clinical Governance measures.
  - iv. To process new counselling applications and assessment reports on database system and for counselling contracts.
  - v. To oversee the progress of the assessment service by responding to enquiries, referrals and reports.
- d. Counselling Service
  - i. To arrange counselling appointments, follow up the administrative progress and report to Clinical Lead of changes in schedules, etc.
  - ii. To ensure messages from client to counsellors are delivered efficiently
  - iii. To support Clinical Lead in the organisation and distribution of material to the counselling team.
  - iv. To assist in the timely allocation of clients and waiting list management.
  - v. To help develop and improve counselling service by ensuring efficiency in service delivery, establishing effective service monitoring systems, and managing communication pathways.
- e. Information Technology
  - i. Ensure the day-to-day running and maintenance of the information system, carry out basic preventative measures and trouble-shooting and ensure daily back-ups take place.
  - ii. To manage clients' and office database.
  - iii. To compile statistical data for use in reporting as required.
  - iv. Undertake minor administrative developments as required and in consultation with Clinical Lead.
- f. General
  - i. To provide administrative support to Clinical Lead by organising meetings, taking notes in meetings, updating relevant records.
  - ii. To assist in the production of printed material.
  - iii. Work with colleagues in the team to achieve Service objectives.
  - iv. To work within and implement all of Mind in Enfield's Policies and Procedures including Confidentiality, Health and Safety, and Equal Opportunities.
  - v. To work with the Clinical Lead to manage and update personnel information including holiday dates and leave records.
  - vi. To assist the Clinical Lead in the recruitment and induction of new staff.
  - vii. To oversee the work of office volunteers and temporary staff.

- viii. To attend staff meetings, line management meetings and training where appropriate.
- ix. To perform any other duties appropriate to the running of the service as required by the Clinical Lead.

### PERSON SPECIFICATION

#### Counselling Service Administrator

PERSONAL SPECIFICATION	ESSENTIAL	DESIRABLE	HOW ASSESSED Interview (I) Application (A)
<b>PREVIOUS EXPERIENCE</b>			
Minimum 3 years of experience in office administration	√		A
Experience of working in busy office environment and dealing with various enquiries	√		A & I
Experience of working in voluntary sector		√	A
Experience of working in a Counselling / Therapeutic environment.		√	A
Experience of working with IT software packages including MS Office or equivalent, word, PowerPoint, Access and Excel.	√		A
<b>QUALIFICATIONS</b>			
NVQ in Administration or equivalent.	√		A & I

IT and computer systems or equivalent.	√		A & I
<b>SKILLS AND APTITUDES</b>			
Awareness of the needs of people with mental health issues in the community.	√		A & I
Commitment to valuing diversity.	√		A & I
Good written and verbal communication skills.	√		A & I
Ability to organise and prioritise workload.	√		A & I
IT skills	√		A & I
Knowledge of: -Equal Opportunities -Confidentiality issues In health care settings -Data protection	√	√ √	A & I