**PURPOSE**

The Counselling Administrator is crucial to our success in delivering competent administrative support to the Senior Counsellor and Counsellors of Mindspace which enables them to provide an effective counselling service to the people of Perth and Kinross.

**ACCOUNTABILITY AND SUPPORT**

The Counselling Administrator reports to the Senior Counsellor who will provide the appropriate performance coaching and support.

It is important that the Counselling Administrator works in collaboration with all areas of the organisation in a positive, helpful and friendly manner; taking care to ensure that the best use is made of Mindspace’ time and resources.

**DIRECT REPORTS**

The Counselling Administrator has no direct reports; however there may be a requirement to provide advice or recommendations to the team on administrative matters.

**ACCOUNTABILITY**

The Counselling Administrator is accountable for the performance of administrative procedures, which if not fulfilled effectively could have serious impact on the counselling service.

**KEY ROLES AND RESPONSIBILITIES**

Working closely with the Senior Counsellor, the duties and responsibilities of the Counselling Administrator will vary based upon the needs of the organisation, and will include, but are not limited to:

**FIRST POINT OF CONTACT**

As the first point of contact, your role will be to provide a professional reception and information service to clients, counsellors, colleagues and visitors; ensuring their interaction with the organisation is a consistently positive experience:

* Welcome and receive clients and visitors to Mindspace, ensuring they are well looked after; notify counsellors and colleagues appropriately, and direct people to their meetings effectively;
* Provide sensitive, helpful and friendly face to face, telephone and online contact and information to clients regarding access to Mindspace’ counselling and recovery services, as well as signposting people to other appropriate external providers and partners;
* Create and maintain an effective security and health and safety procedure by recording visitor details, including the signing in and signing out process;
* Create an effective first impression for visitors by ensuring clear signage to the enquiries area, a friendly welcome, and a clean and clear waiting area;
* Ensure all communication systems including telephones and online enquiry systems are maintained, and that communication channels are open during opening times.

**ADMINISTRATION**

As the Counselling Administrator your role will be to coordinate and implement the office procedures and administrative tasks that will enable the Senior Counsellor and Counsellors to provide a seamless and effective counselling service to their clients:

* Process referrals, book initial appointments and coordinate ongoing sessions for clients; booking meeting rooms and organising counsellor diaries accordingly;
* Establish a client relationship management system that ensures all client records including data on attendance, non-attendance and late attendance, are consistently and confidentially maintained;
* Be fully conversant and up to date with the Data Protection Act 2018 and the GDPR, and implement the requirements of this legislation correctly at all times;
* Provide written correspondence for clients, external partners, donators and funders as required by the Senior Counsellor;
* Create and maintain an effective room booking system that enables rooms to be allocated according to the needs of both the Counselling and the Recovery College areas of the organisation;
* Cooperate effectively with colleagues in all other areas of the organisation ensuring that any room booking requirements are met effectively;
* Order and maintain stationery stock and other equipment as required.

**FINANCIAL TRANSACTIONS**

Your role will include processing and recording everyday transactions:

* Accurate implementation of the financial procedures required to bank donations, contributions and monies from fee-paying clients;
* Preparing and sending invoices and receipts for room bookings;
* Liaising effectively with the organisation’s bookkeeper on the recording of financial transactions.

**REPORTING**

Your role will include supporting the Senior Counsellor by collating and recording data and monitoring service outcomes to ensure the counselling service is meeting it’s funders’ requirements:

* Collate service monitoring data including CORE forms and evaluation information;
* Record service outcomes in relation to funder requirements;
* Provide timely and accurate information to the Senior Counsellor so that Funder’s can be kept fully informed and confidence can be maintained.

**CONTINUOUS IMPROVEMENT**

We are a constantly evolving and growing organisation, and we actively seek ideas from each employee about how we can continuously improve on the service we provide to our beneficiaries; your role in this is to:

* Take responsibility for identifying opportunities for improvement in the administration support service provided to the Senior Counsellor and Counsellors;
* Take responsibility for engaging your colleagues and the team in your continuous improvement ideas and activities, identifying solutions to issues as they arise.

This job description is regarded as a guide to the accountabilities associated with the Counselling Administrator role; additional or alternative tasks within the capability of the role-holder may from time to time be required.

This job description is open to review by Mindspace at any time, and was last revised in October 2018.

**DECLARATION**

I have received, reviewed and fully understand the job description for Counselling Administrator. I further understand that I am responsible for the satisfactory execution of the essential functions described.

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| --- | --- |
| Employee Signature:……………………………………………………..(Employee Name) | Date:……………………………………………………. |
| Employer Signature:…………………………………………………….. | Date:……………………………………………………. |

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| **SPECIFICATION** | **HEADING** | **DESCRIPTION** | **ESSENTIAL** | **DESIRED** |
| **EDUCATION**  | * Scottish standard grades A to C or equivalent.
 | Yes |  |
| **QUALIFICATION** | * Secretarial qualification – training to City & Guilds level 2 (NVQ/SVQ Level 2)
 | Yes |  |
| **EXPERIENCE** | * A minimum of two years’ continuous experience, and clear achievements as a service administrator.
* Skilled in the use of all computer applications required to carry out the role. MS Word, Excel, Powerpoint including CRM systems experience.
 | Yes |  |
| **SKILLS AND ABILITIES** | * Time and Priority Management
 | Being able to balance a varied workload and time constraints. Understanding what is urgent, and what is important, and adjusting activities in order to deliver against priorities.  | Yes |  |
| * Problem Solving
 | Being able to find the root of the real problem and create a process for solving the problem in a structured manner. Being able to show initiative in the use of skills. The ability to develop a step by step process from targeting an issue to developing a solution. | Yes |  |
| * Communication and Influence
 | Communicating in a clear, concise and targeted way using evidence, information and research to influence others, including those in authority. | Yes |  |
| * Conflict resolution
 | Defining and identifying conflict styles and causes, and activating methods for handling conflict in order to progress matters. | Yes |  |
|  | * Interpersonal skills
 | Demonstrating qualities that build trust and foster good-will amongst the team; discretion, sensitivity and empathy coupled with energy, connection and interaction are crucial in this role. | Yes |  |