

Person Specification and Job Description for the post of:

Administrator – carer counselling and training

POST	Administrator
EMPLOYER	VOCAL – Voice of Carers Across Lothian
SALARY	SCJ scale SCP43. £15.91 per hour. £29,887 per annum VOCAL will match up to 6% pension contribution.
HOURS	36 hours per week with some occasional evening and weekend work 33 days paid leave plus 6 fixed public holidays.
LOCATION	The post holder will be based at VOCAL, Edinburgh Carers' Hub, 60 Leith Walk, Edinburgh EH6 5HB. (Occasional travel to other premises may be required)
CONTRACT	Permanent

VOCAL is a carer-led organisation employing around 60 staff and supported by a team of counsellors and volunteers, who are based at the Edinburgh Carers Hub and Midlothian Carers Centre, and within several health and social care settings across Edinburgh and Midlothian. VOCAL delivers over 400 training and group sessions per year, along with over 2500 counselling sessions to carers living and caring in Edinburgh.

Purpose of the post

The Administrator is responsible for coordinating and administering carer training and counselling services specifically designed for carers in Edinburgh. This role involves leading the administration of VOCAL's carer training and events programme, including maintaining training records for monitoring and reporting. This postholder will also be responsible for leading the administration of VOCAL's carer counselling service and ensuring that both training and counselling activities for carers are executed efficiently and effectively.

VOCAL values

- We are carer-led and engage carers in all aspects of our work
- We recognise and advocate for carers as equal partners in care
- We support carers to:
 - build on their strengths and skills
 - identify and achieve their outcomes
 - strengthen their resilience
 - improve their quality of lives
- We believe in diversity, equality of opportunity and choice
- We promote transparency and honesty
- We treat people with dignity and respect
- We create opportunities for innovation, creativity and enterprise
- We seek to work in partnership around agreed outcomes

Improved outcomes for carers

As part of the VOCAL team, the post holder will contribute to the following outcomes for carers.

Carers will report:

- being better informed about issues linked to their caring role
- improved confidence in their ability to shape services and support
- improved confidence in managing their caring role
- improved physical and mental wellbeing
- improved confidence in their ability to deal with the changing relationships
- improved economic wellbeing
- improved social wellbeing
- improved personal safety

Person Specification

Experience & professional skills

The post holder is expected to evidence:

- Previous experience in a comparable position
- Excellent administrative skills, including data entry
- Experience of supporting and streamlining administrative processes and procedures
- Excellent IT skills including Microsoft 365 (SharePoint, Teams, and Outlook), case management systems and databases
- Experience in delivering excellent client/customer service
- Experience of maintaining detailed electronic client records, registrations, and attendance

Personal Skills and Abilities

Skills

- Strong organisational and multitasking abilities
- Excellent interpersonal and conversational skills that allows effective communication, particularly with individuals experiencing emotional distress or anxiety
- Excellent administrative skills such as taking notes and recording conversations, managing diaries, dealing with referrals, enquiries and correspondence
- Ability to handle sensitive and confidential information with discretion
- Ability to use web-based tools and digital platforms
- Ability to deal with carers, professionals, and members of the public in a sensitive and person-centred manner
- Proven ability of organising, prioritising, and managing own workload
- Ability to work collaboratively to co-produce positive outcomes in a timely manner
- Strong attention to detail

Knowledge

- An understanding and commitment to carers
- An understanding of GDPR and data protection guidance
- An excellent understanding of administrative practises and management

Desirable

- Experience working with carers
- An understanding of issues related to volunteering
- Knowledge and data entry experience within a client recording system environment

Job Description

Counselling Administration:

- General office administration tasks, including providing carers with information about the counselling service and co-ordinating initial appointments.
- Data entry for new referrals and clients starting counselling to online platform CORE CMS and monitor accuracy of data input by counsellors on a regular basis.
- Monitor communication systems and ensure messages are answered in a timely fashion.
- Contact carers on the waiting list at regular intervals and confirm availability.
- Schedule counselling sessions and ensure confidentiality of carer counselling records.
- Coordinate with counselling professionals to facilitate support sessions for carers.
- Act as a liaison between carers and counselling professionals ensuring carers are aware of and can access counselling resources.

Training Administration:

- Support the planning, scheduling, and coordination of training sessions, workshops, and groups tailored for carers.
- Support the delivery of carer events and activities, including booking venues, facilitators, and catering.
- Ensure carers are informed and prepared to attend events and activities and prepare training materials, presentations, and handouts specific to carer needs.
- Support the promotion of training and ensure carers are informed about upcoming training events.
- Support event management on VOCAL's carer training website including, register carers for training courses, track attendance, and maintain comprehensive training records.
- Support post-event administration, including evaluation, attendance recording, management of invoices.
- Collect and analyse feedback from carers to enhance future training programs.

Record Keeping and Reporting:

- Maintain accurate and up-to-date records of training and counselling activities for carers.
- Compile a wide range of statistics as directed by service managers.
- Ensure compliance with all relevant regulatory and organisational policies regarding carer training and counselling.

Communication and Coordination:

- Serve as the primary point of contact for enquiries related to carer training and counselling.
- Collaborate with management, trainers, and counselling professionals to facilitate programmes.
- Effectively communicate with carers about available resources, training sessions, and counselling services.
- Ensure counselling equipment and spaces are set-up and functioning ahead of counselling sessions.

General

The post holder will be expected to consistently and effectively perform a number of general duties:

- Work with and support any volunteers assigned to facilitate the work of the post holder.
- Comply with carer centre policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc.
- Comply with and contribute to VOCAL's work of continuous quality improvement.
- Participate in VOCAL staff team and development meetings.
- Support and provide cover for additional administration tasks, as direct by line manager, during periods of staff absence and high demand for the service.

Accountability, Management and Development

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a six-month probation period.

The post holder will ultimately be accountable to the Board of Directors. For line management, supervision and support the post holder will be answerable to the Carer Administration Manager

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

Conditions of Service

The post is initially advertised at 36 hours per week over 5 days. There may be some flexibility over the distribution of hours that will form the normal working week. Occasional evening and weekend work may be required.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays. This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity, and adoption pay
- paid Carer's Leave
- enhanced sick pay
- a Cycle to Work Scheme.

The postholder will be expected to undertake a Basic Disclosure check.

