

Job Description

Job title: Short-term Contract Counselling Administrator, Luton (potentially move to a permanent role)

Responsible to: Contracts Manager

The Counselling Foundation is a well-established mental health charity with Centres across Hertfordshire and Bedfordshire. We are seeking a part-time administrator for our thriving Luton centre.

This is an opportunity to work independently within a friendly centre, to shape the role and enjoy plenty of opportunities to interact with counsellors and clients.

The hours are flexible by mutual agreement under a family friendly policy. The successful candidate will be supported with client facing skills and be offered a place on our popular Introduction to Counselling course. In addition, there is a monthly supervision group run by a clinical manager for all the team to provide additional support. The role is offered on a three-month contract basis with potential for renewal or permanent position.

Hours: Working a total of 18 hours within core office hours, being 9am-4pm. This can be over 3 or 4 days, but ideally one of the days would be Friday.

Rate of pay: £10 per hour

Job Summary:

To be the first point of contact for client and counsellor enquiries and provide general administrative support in Luton.

Main duties:

- Handling client applications from first contact/referral to allocation
- Handling phone calls, messages and emails from clients and external partner organisations
- Keeping accurate paper and/or digital records of referral and treatment outcome information and other relevant information reporting data
- Organisation and filing of clinical data following completion of treatment
- Working alongside the Contract Manager to provide regular reporting data in a timely and accurate manner
- Ensuring that any issues, complaints, feedback (etc) are conveyed to line manager
- Liaising with the area counselling teams to co-ordinate allocation
- Liaising with external organisations and venues
- Processing of counsellor monthly invoices and contract treatment invoices
- Upload of administrative, clinical and finance information onto relevant IT systems/databases
- Reporting of risk as per our risk management and internal policies and procedures
- Following all necessary admin procedures in accordance with GDPR and our internal policy
- Occasional minute taking
- Occasional admin cover for Bedfordshire area administrator
- Other duties as could reasonably be required or expected from the Executive team

CANDIDATE SPECIFICATION:

- Competence in Microsoft Word and Excel application
- Experience in a similar role is desirable or demonstrable skills
- Excellent telephone manner
- Motivated and able to work independently
- Capacity to deal with and manage sensitive and confidential information in a discreet manner
- Empathy with Mental Health
- Able to prioritise workload and work under pressure to meet deadlines
- Driving licence and own car an advantage

Applicants should email their CV to: luton@counsellingfoundation.org