



JOB DESCRIPTION COUNSELLING ADMINISTRATOR

HOURS: 12 hours per week, agreed with the Counselling Manager, worked at varying times between 10am and 8pm Monday-Thursday; 10am and 4pm Friday and 10am and 2pm Saturday.

SALARY: £11.44 per hour

REPORTS TO: Counselling Manager

ACCOUNTABLE TO: Chief Executive Officer, Board of Trustees

JOB PURPOSE:

To deliver good technical administrative support for our counselling service whilst being committed to and promoting Basildon Minds vision, aims, objectives and values.

KEY RESPONSIBILITIES:

There are three key areas of administrative work with our Counselling department, CRM & data, this is the more technical element of the role and does require good IT skills, counselling administration and training administration, all of which combined help to ensure our counselling team runs smoothly.

CRM & Data

- Ensure the CRM is the main source of data for counselling and is always up to date.
- Progress agreed developments required to our CRM system.
- Collect and analyse evaluation information about the Helpline.
- Ensure Counselling evaluations are completed for all counselling services.
- Assist with CRM inputs.
- Run CRM & other reports on our services and where appropriate forward to other Managers and/or Trustees.
- Provide statistics against grant expenditure.
- Ensure full compliance with GDPR, including regular review and purging of archived data.

Counselling Administration

- Ensure the counselling diary/calendar is always up to date.
- Ensure all counselling rooms are utilised as highly as possible.
- Ensure non-face-to-face counselling is planned and organised in line with BACP guidelines.
- Ensure Counselling Contracts are in place before counselling starts.
- Lead the planning and organisation of various counselling Groups.

Counselling Administration (continued)

- Ensure all payments are logged appropriately to enable counselling payment reconciliation.
- Accessing crm@basmind.org / counselling@basmind.org and responding to emails.
- Work with the DBS team to ensure all DBS certificates are up to date and if required complete DBS checks for staff, volunteers and trustees
- Be a keyholder, responsible to open/close our Counselling premises and set the alarm.
- Assist Counselling Managers with digitisation of the counselling administration processes
- Assist Counselling Manager with the co-ordination of the Helpline service.
- Ordering of national Mind leaflets for Counsellors/Clients/Library

Training

- Update the Counselling team training plan
- Arrange approved training courses
- Undertake mandatory training and any other training required for this role
- Assist with CRM training for all new starters
- Assist Managers with induction training for new starters, this could be counsellors, student placements or helpline volunteers.

Generally

- To work in accordance with Basildon Mind's Aims and Objectives.
- Ensure full compliance with Basildon Mind's Policies and Procedures.
- To contribute to the development of best practice with the service.
- Attend the 'One Basildon Mind' events.
- To receive supervision, annual appraisal and to attend regular staff meetings.
- To promote awareness of and commitment to the Organisation's Equality and Diversity & Inclusion Policy.
- To ensure compliance with Southend, Essex and Thurrock (SET) Safeguarding guidance and procedures.
- To ensure that information processed for both clients and staff is kept accurate, confidential, secure and in line with GDPR, and the Data Protection, Physical and Environmental Security and Confidentiality Policies.
- To undertake any other duties commensurate with the post.

PERSON SPECIFICATION COUNSELLING ADMINISTRATOR

- Highly organised, driven, self-starter
- Experience of working under pressure and handling competing demands
- Experience of working independently and managing own workload

SKILLS:

Essential	Desirable
<ul style="list-style-type: none"> ▪ Good organisational, project management and IT skills 	<ul style="list-style-type: none"> ▪ Understanding of VOIP phone systems and their features
<ul style="list-style-type: none"> ▪ Good communication, oral and written, and interpersonal skills 	<ul style="list-style-type: none"> ▪ Understanding of a CRM, its purpose and use
<ul style="list-style-type: none"> ▪ Ability to communicate effectively with a wide range of people, including Clients, Managers, Trustees, the general public 	<ul style="list-style-type: none"> ▪ Ability to drive / own car
<ul style="list-style-type: none"> ▪ Strong team-working ethos 	

EXPERIENCE:

Essential	Desirable
<ul style="list-style-type: none"> ▪ Experience of analysing data and compiling simple reports 	<ul style="list-style-type: none"> ▪ Experience of working with a CRM system
<ul style="list-style-type: none"> ▪ Experience of service monitoring and evaluation 	<ul style="list-style-type: none"> ▪ Experience of working in a counselling service/office
<ul style="list-style-type: none"> ▪ Experience of working in a collaborative team environment 	<ul style="list-style-type: none"> ▪ Experience of working with a Helpline service (e.g. Basildon Mind Helpline, Samaritans)

TRAINING / QUALIFICATIONS:

Essential	Desirable
<ul style="list-style-type: none"> ▪ GCSEs in Maths and English 	<ul style="list-style-type: none"> ▪ Microsoft Excel to advanced level
<ul style="list-style-type: none"> ▪ Microsoft Office (Outlook, Word, Excel) to intermediate level 	<ul style="list-style-type: none"> ▪ Counselling or Helpline qualification (complete or underway)

Basildon Mind is an Equal Opportunities employer, for whom life experience as well as formal qualifications, work experience and lived mental health experience is valid.