

Richmond AID Person Specification and Job Description

Name of Role	Counselling Officer
Responsible to	Counselling Manager
Post Description	<p>The Counselling Officer will be the central point of communication for clients, volunteer therapists and the Counselling Manager.</p> <p>The Counselling Officer will provide a reception service and administrative support for the Counselling service ensuring the smooth and efficient running of the service.</p> <ul style="list-style-type: none"> • The postholder will need to staff the reception for our Counselling Service, currently required from 4pm to 8.30pm on a Wednesday and one other evening per week (likely to be a Monday or Thursday). • Provide administrative support to the Counselling Coordinator including; ensuring client details and attendance are recorded on our database, taking client payments and keeping accurate financial records, contacting clients and arranging appointments and assessments. The role will also involve supporting the administration of our Volunteer Therapists.
Experience & Knowledge	
<p><u>Essential</u></p> <ol style="list-style-type: none"> 1. At least one year's experience of working in an office environment 2. Excellent administration skills including typing, data entry, editing, typing letters, emailing, minute taking and filing. 3. A high degree of computer literacy - to include competence in the following: word processing, spreadsheets, databases, file management, e-mail and the internet. 4. Knowledge of financial processes including taking payments and keeping financial records 5. Organised, efficient and able to work to deadlines 6. Able to set up systems for organising yourself and others e.g. filing systems, online systems 7. Experience of good Customer Service 8. Working knowledge of confidentiality, data protection issues and safeguarding 9. Understanding of the social model of disability 	
Skills & Abilities	
<ul style="list-style-type: none"> • Proactive and strong organisational skills • Excellent communication skills both written and oral • Presentation skills. good attention to detail and accurate • Numerate and good grammar • The ability to plan your own work, work on your own initiative and meet deadlines • The ability to manage pressure and conflicting demands and prioritise tasks • Able to work independently as well as part of a team • Reliability and honesty • Action orientated and can-do approach • Tact, discretion and respect for confidentiality 	

Other requirements

This post will be subject to a satisfactory Enhanced DBS check carried out by Richmond AID. You will need to work in the evenings as this is when the counselling service operates.

Main Tasks and Duties

1. Staff the reception of our Counselling Service as required.
2. Administration of client information, recording client details on our database, including contact information, attendances and payments.
3. Act as a key holder and ensure the building is safely locked at the end of sessions.
4. Taking referrals from a variety of different sources and internal and external mediums and ensuring clients are appropriately entered onto our waiting list.
5. Contacting clients by phone, email or letter to arrange appointments and assessments.
6. Support the induction of volunteer therapists including completing the Health and Safety checklist and ensuring they are familiar with the building.
7. Administration of volunteer therapist information including; DBS checks, requesting references, Volunteer Handbooks and Induction process and ensuring the information is on their database profile.
8. Support the Counselling Coordinator with marketing and promotion of the service.
9. Collection of client feedback forms.
10. Compliance with Richmond AID's policies and procedures.
11. Attending training and development as identified by you and the Counselling Coordinator.
12. Attendance at team meetings and supervision.
13. Any other work commensurate with the level of this post.