

Release Counselling Administrator

Job Description

Responsible to:	Head of Counselling
Responsible for:	The position has no line management responsibility
Hours of Work:	25 hours per week over 5 days
Work Location:	Surbiton or Wimbledon with travel to other sites within the YMCA St Paul's Group as required

Organisation Context

YMCA St Paul's Group (SPG) emerged from the coming together of four separate Associations over an 18-month period. The group is the largest YMCA in Europe and one of the largest providers of supported housing in London and beyond, providing a safe place to stay for over 1,200 residents each night. As well as accommodation, education and training, the Association is focused on the transformation of communities through its 6+ Health and Wellbeing Centres, including an outdoor swimming pool and a wide range of Children, Youth and Family programmes including nurseries, after-school clubs and soft play centres. Through the merger and accompanying new investment we expect the range, reach and impact of our services to grow so that we can better realise our vision. The vision of the Association is of

‘Places where young people thrive and communities flourish’. Its mission is to be ‘an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive’.

Job Purpose

The Release Counselling Administrator will provide comprehensive administrative and organisational support to ensure the systems and functions for Release Counselling operate professionally, ethically and within the aims and ethos of the YMCA St Paul's Group.

Duties and Responsibilities

Administration

- Manage communication from clients, external agencies and internal support services within the organisation, ensuring all enquiries are dealt with in a confidential and professional manner.
- Act as first point of contact for client enquiries and referral by telephone, email, mail, online enquiry, social prescribing or other relevant sources.
- Provide comprehensive administrative support services including producing accurate, well presented letters, reports and minutes.
- Provide administrative support, scheduling and organising diaries, advice and guidance to Volunteer Counsellors and Clinical Supervisors as required.
- Adhere to the General Data Protection Regulation (GDPR) and maintain confidentiality in line with policies and procedures.

Reporting outcomes

- Input client data and produce statistical data and narrative reports for Release Counselling as directed by the Head of Counselling.
- Ensure the data for the Counselling KPI's is being inputted accurately and submitted within reporting timeframes on CORENET.
- Ensure client and funded payments are collected and recorded accurately on the system and that organisational financial processes are adhered to.

Marketing/Communication/Networking

- Communicate clearly and effectively with key staff members within the Counselling service and within the wider organisation.
- Liaise and collaborate with the Health and Wellbeing digital marketing partner to deliver an effective marketing plan including social media, engagement events, outreach activities to support Counselling services in achieving Health and Wellbeing and organisational objectives.
- Adhere to brand compliance in all Health and Wellbeing marketing activities.
- Liaise with stakeholders such as voluntary sector organisations, Talking Therapies, local authority and counselling other organisations as and when required.

General

- Support the Head of Counselling with the recruitment, induction and arranging the training of new staff and volunteers.
- To participate in appropriate staff development, training and supervision.
- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.



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- Respect the Christian ethos of the YMCA and uphold its values.
 - Undertake other appropriate duties as requested by line manager.

Scope and Limits of Authority

- The post holder is able to determine day-to-day priorities under the direction of the Head of Counselling.

Counselling Administrator**Person Specification/Key Competences**

KNOWLEDGE	
Essential	Desirable
Knowledge and understanding of administrative processes	Knowledge of counselling or other therapeutic services
Knowledge of performance or outcome monitoring through reporting of KPI's	Knowledge of the YMCA and its services
EXPERIENCE	
Essential	Desirable
Experience of providing administrative support to services ideally across multiple sites	Experience of customer services
Experience of scheduling	Experience of marketing and income generation
To have worked in an environment providing services to the public	Experience of working with a range of stakeholders
APTITUDES AND SKILLS	
Excellent written and verbal communication skills is able to communicate clearly and effectively and adapts style of communication to the needs of the audience	

Excellent IT skills and an aptitude to embed and develop administrative systems of support	
Ability to maintain professional and calm when talking to distressed clients	
An ability to be self-reliant and be part of a team	
Hard working, enthusiastic and creative; able to operate with a 'can-do' attitude based on a desire to provide people with help, support and provide solutions to problems	
Prioritise, plan and remain efficient and organised, while dealing with a range of competing demands under pressure	
Commitment to the promotion of equality of opportunity and diversity in an Equal Opportunities & Diversity environment	
Able to respect the Christian ethos of the YMCA and uphold its values	

Counselling Administrator

Terms and Conditions of Employment

Salary

£16,177.2 actual salary for 25hrs

Hours of Work

25 hours per week over 5 days

Annual Leave

Commencing at 25 days per annum plus public holidays (for five days per week workers; otherwise, pro-rata).

Conditions of Appointment

Subject to satisfactory references, medical clearance, Disclosure & Barring Service check and verification of ability to work in the United Kingdom.

Probation Period

Subject to satisfactory review, the contract will be confirmed after six months unless stated otherwise.

Continuity of Service

For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

Notice Period

One week during the probationary period and then a minimum of one calendar month.

Pension

Subject to certain criteria set by the Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

Other Benefits

Free use of the health and fitness gym; a staff discount in restaurants.