



Job description

Job title	Counselling administrator
Responsible to	Counselling supervisor
Responsible for	Not Applicable

Purpose of the job

To provide administrative support for the counselling service.

Main responsibilities

Deal with telephone and email enquiries regarding the counselling service

Process referrals for counselling and single session therapy (SST)

Plan and organise all appointments including assessments, counselling sessions and SST appointments

Send clients the counselling contract prior to them having an assessment or SST

Send evaluation forms to clients when they have finished their therapy

Ensure accurate inputting of data on the database and case management system

Be a super user for the database and case management system and support other team members

Maintain and manage the waiting list

Work to the counselling Standard Operating Procedure for the service and update when there are any changes

Feedback to the counselling supervisor any ideas or improvements to process

Organise, write and distribute minutes from the monthly team meetings



Archive client records as per the archiving Standard Operating Procedure

Contribute to the wider administrative needs of the charity, such as covering colleagues roles, when required

Other

Committed and willing to demonstrate MS-UK's values

You must comply with our internal policies and procedures eg. Health and Safety Policy

This is not an exhaustive job description and these duties may change from time to time to reflect changes in the organisations circumstances or to provide cover for staff absence. MS-UK therefore reserves the right to vary the job description in consultation with you.

Key skills and experience

Excellent administration skills

Excellent organisational skills with the ability to manage diaries for multiple individuals at different stages in a process

Confident in using databases / case management systems. Training on both will be provided on Harlequin / laptus

Excellent communication skills over the phone and by email with a proven track record of providing excellent customer care

Computer literate with a very good working knowledge of Microsoft Office

Able to make best use of time to plan to ensure a seamless service for clients

Proactive, highly organised and works well using own initiative to problem solve

Effective diary management

Excellent attention to detail and ability to follow instructions