

ADMINISTRATOR RECEPTIONIST: Clinical Counselling Service

Job Description

Contract	Permanent
Location	Home-based
Reporting to	Head of Counselling
Hours	Part-time – 15 hours per week over 5 days
Salary	£23,000pa pro rata

Background

Evolve is a Cambridgeshire-based charity (a CIO), founded in 1978, which provides affordable mental health counselling to adults in Cambridgeshire and surrounding counties. We deliver talking therapies to adults – online and in person. The Evolve counselling community is made up of around 50 qualified practitioners working part-time at donated or subsidised rates. Our service delivers around 500 counselling sessions per month to a broad range of individuals, many of whom would not otherwise be able to access counselling support. Evolve also provides supervision, reflective practice, critical incident support and mental health awareness and related training to organisations.

Main purpose of the job

This role is central to the efficient operation of our charitable business (we are a CIO). You will be the first point of contact for clients seeking mental health counselling, and for all other enquiries - by phone, email, or website - directing them to appropriate assistance within Evolve. You will be a key source of information and support for the CIO's membership of professional mental health counsellors, the management team, our volunteer team and Trustees, and the wider stakeholder group that we work with.

You will be assisting with membership recruitment, retention, and satisfaction; acting as custodian of a variety of client and members' data, information systems, and corporate knowledge; helping the Head of Counselling to balance new and existing client enquiries with counsellors' availability and aiding clinical session allocations. In addition you will support the production and distribution of internal and external newsletters and reports, coordinating internal communications and social media postings, and assisting with business events as appropriate.

About the candidate

You will need to be self-motivated and self-directing, taking action and ownership as needed to ensure all enquiries and requests reach good conclusions. Your activities - and a supportive, positive, attitude - will be essential in helping counsellors and staff to be effective in their roles, and in getting good outcomes from all enquiries from those wishing to work with, support, or gain further information on, Evolve and its mission.

Key Responsibilities

Membership administration

- Working with the Head of Counselling, coordinate the recruitment of new counselling members, including arranging interviews, obtaining DBS checks and onboarding them.
- Flag to the Head of Counselling any member who is not up to date with required training and compliance checks.
- Coordinate the annual renewal of membership.
- Arrange safeguarding and data protection training for members and ensure this is kept up to date.
- Be the first port of call for all non-clinical queries.
- Coordinate attendance at Evolve clinical CPD training courses, preparing certificates and payment receipts.
- Arrange the efficient use of, updating of, and training in Charitylog - our key CRM system that supports the clinical service.

IT and database management

- Be the main contact for our IT, CRM, and website contractors.
- Manage any IT, CRM and web changes, supported by the CEO/HoC.
- Maintain an organised and easy-to-use online shared filing system (MS SharePoint).
- Induct and train new staff, trustees and volunteers in the use of MS SharePoint, Charitylog, and Teams.
- Store all team-wide records appropriately and in accordance with GDPR.
- Be custodian of the membership database, ensuring it is always kept up to date (via Charitylog).
- Ensure HR records are kept up to date.
- Run operational and financial reports from Charitylog.

Communication

- Design, coordinate contributors, and produce the internal and external newsletter with input from staff and members.
- Coordinate communication to members required by the CEO and Head of Counselling.
- Monitor emails, responding and signposting appropriately.
- Keep the website up to date, making changes as required.
- Monitor the social media usage, keeping up to date on the latest stats - users, page visits and other indicators - and making recommendations to the CEO about improvements.
- Design and procure all marketing collateral in collaboration with team members.

Suppliers, subscriptions and contractors

- Maintain register of suppliers and contractors.
- Manage subscriptions to organisations such as the BACP, NCVO and local networking groups.

General responsibilities

- Maintain good relationships with all who come into contact with the Charity and promote the profile of Evolve within the wider community.
- Work to support the mission, ethos and values of Evolve.
- Operate collaboratively with others in all aspects of our work.

The list of responsibilities is not exhaustive, and the post-holder may be required to carry out such other duties as required from time to time which are broadly consistent with the status of the post within the charity. This job description does not form part of a contract of employment and can be amended from time to time as the needs of the organisation require.

Person Specification

Education/qualification

- No one specific qualification is requested, although a demonstration and commitment to continuous professional development is required.

Essential skills

- Highly organised and able to prioritise, multitask and meet changing deadlines.
- Proven experience in an administration support role or similar, performing a range of administrative tasks for a busy organisation.
- Experienced in the use of Charitylog or a similar integrated CRM/appointments/billings system.
- IT skills at a level that supports working with Charitylog, MS Word, Excel, Outlook, Teams and SharePoint, as well as website updates and databases.
- Professional and friendly interpersonal and communication skills, both written and spoken.
- Excellent customer service skills and confident telephone manner.
- Analytical, detail oriented and able to work with a high degree of accuracy.
- Ability to work independently and complete projects with limited supervision whilst also working as an effective member of the team.
- To work with trust and integrity and exercise absolute confidentiality and discretion when dealing with sensitive and confidential information, with a thorough understanding of the importance of data protection.
- Minute taking skills to support internal meetings.
- Experience of social media management such as website updating, monitoring analysis and engagement (desirable).
- Experience of working from home or in a dispersed team (desirable).

Personal attributes and other requirements

- Works well in a team with a flexible approach to work.
- Personal resilience and the ability to stay focused in a rapidly changing environment.
- Must be sensitive and responsive to boundaries in a confidential service setting.
- Some local knowledge of our core operating geography (Cambs. Peterborough/Northants) would be advantageous