

Job Description: Counselling Service Co-ordinator (Systems)

Contract: 22.5 hours per week

Salary: £25,000 – £27,500 pa pro rata (£15,000 – £16,500)

Reports to: Counselling Service Operations Manager

Location: Working across 4 days; Petals Office, Bottisham, with some home working.

The Petals counselling service continues to grow, and Petals needs organised and efficient administrative coordinators to support this growth. This role will work closely alongside our Counselling Service Client Co-ordinator and will have a specific focus on systems and data.

Together, the two roles will be the first contact a client has with Petals as they start their counselling journey.

Job Description:

This role holds responsibility for administrating the client journey process through Petals Counselling Service systems, from receipt of referral to completion and follow-up. The specific focus of the role will be to ensure the efficient delivery of systems and counselling service reports.

Administration of client journey:

- As the first point of contact, receive and respond promptly to all counselling referrals and enquiries by email or phone within the stated timeframes.
- Provide administrative support to the Senior Counsellors and Counselling Service Managers.
- Conduct telephone calls for counselling enquiries.
- Monitor and report on the client journey using the client database (Corenet).
- Monitor client bookings through the online booking system (Calendly).
- Provide follow-up contact as appropriate for non-booked referrals.
- Monitor and allocate client referrals.
- Coordinate interpreters within the Language Line contract.
- Administer evaluation forms for all closed client files with follow-up reports.
- Follow up on clients requesting contact beyond counselling (input via the Donorfy database).
- Record all personal information collected carefully, to ensure client confidentiality is maintained and also in line with data privacy policies.
- Respond promptly and accurately to solicitor requests for client notes.

Systems & Reporting:

- Use Petals reporting systems to create reports and generate data for analysis.
- Create training course events.
- Use reports and analysis to monitor client journeys.
- Use evaluation reports to share data with the comms team and counsellors.
- Support the Counselling Service Operations Manager to produce regular reports for Partnership monitoring contracts.
- Keep up to date with system updates to improve efficiency and use of systems.
- Create and manage MS Forms for the organisation.
- Support the Counselling Service Managers as a systems superuser.



The Baby Loss Counselling Charity

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Communication with Counsellors:

- Liaise with counsellors to ensure an efficient and smooth transfer of client cases/referrals.
- Coordinate counsellor queries.
- Assist Petals Counsellors with all materials required to deliver the counselling service
- Share regular feedback from evaluation reports with counsellors and their senior counsellor.
- Support the Counselling Service Operations Manager with training and updates on systems for counsellors.
- Attend meetings with counsellors as required to support the counselling service delivery.

Coordination of Counselling Groups:

- Coordinate arrangements and bookings for all Group Counselling.
- Manage the administration of the client journey for counselling groups.
- Liaise with the comms team to design promotional material.
- Liaise with the comms team and counsellors to promote counselling groups.

Other Responsibilities:

- Provide cover for the Counselling Service Client Coordinator when required.
- Work independently and responsibly with day-to-day communications that pass through the charity.
- Support other members of the Petals team as and when necessary to ensure consistency and efficiency throughout Petals.
- Attend workshops and events, in person or online, as required to support the counselling service.

This job may involve working unsocial hours on some occasions. Time off in lieu will be taken by arrangement with your manager. *This job description is not contractual and may need to change, upon discussion with the role holder.*

We want our organisation to have different voices within it, and to reflect the range of communities from which our clients come. We welcome applications from everyone irrespective of sex, sexual orientation, gender identity, ethnicity, faith and religion, disability and age, but, as ethnic minority groups and members of the LGBTQ community are currently under-represented across the organisation, we would particularly encourage applications from members of these. Appointment will be based on merit alone.

recruitment@petalscharity.org

Personal Specification - Counselling Service Co-ordinator (Systems)

Key: Essential (E), Desirable (D)

Knowledge & Experience

- Administration experience (E)
- Experience of working with systems & databases (E)
- Experience of working in an office environment (D)
- Awareness of GDPR and its relevance when dealing with personal and confidential data (D)
- An understanding (or interest) of clinical specialities, terminology, definitions, and abbreviations of the baby loss and perinatal field of work (D)

Skills & Abilities

- Proficient in MS Office(E)
- Able to efficiently use a variety of IT systems and resources to keep accurate records & create reports (E)
- Friendly voice and helpful attitude for all telephone enquiries (E)
- Organised and methodical approach to work (E)
- Proactive and collaborative (D)
- Ability to work autonomously (E)
- Attention to detail (E)
- Ability to use a range of online video platforms (D)
- Ability to manage conflicting demands, deadline & interruptions (E)

Personal Qualities

- Confident, self-motivated, and able to show initiative (E)
- Collaborative (E)
- Enjoy working in a small team (D)
- Willingness to learn (E)
- Committed and flexible approach to work (E)
- Sensitive awareness of Petals' cause (E)
- Willing to work in a developing and pressured environment in order to meet the needs of the charity (E)
- Interested in own personal development and willing to undertake training and development opportunities in line with the role (D)