

JOB DESCRIPTION

Job Title:	Emotional Wellbeing Services Administrator
Salary:	£22,500-£25,000
Hours of work:	35 hours per week; Mon-Fri 09:00-17:00 Part-time working with a minimum of 28 hours per week will be considered.
Place of work:	Based at the Phoenix Centre in Tadworth with the option to work from home for up to 50% of your working week. Hours worked at the Phoenix Centre may vary within the core contracted hours to meet the needs of the service.
Responsible to:	Counselling Manager
Responsible for:	N/A
Job Purpose:	The post holder will be required to perform general administrative duties for the Emotional Wellbeing and Mental Health Services team, with a primary focus on supporting the Counselling Team. They must be confident and familiar with a range of IT packages including Microsoft 365 and Excel. This is a key role in the administration of our Counselling Service; administration tasks must be undertaken to a high standard to ensure the smooth running of our counselling and therapeutic services and to support the development and expansion of our team.
Background to role:	YMCA East Surrey's Emotional Wellbeing and Mental Health Services team provides counselling and other one-to-one and group-based support for children and young people experiencing emotional wellbeing challenges. Our services are delivered in schools and in community settings across East Surrey. We work in partnership with other charities and our local NHS trust and our funding is principally from Mindworks Surrey – the county-wide mental health service commissioned by NHS and Surrey County Council commissioners.
Main Responsibilities:	<p><u>Service Delivery and Administration</u></p> <ul style="list-style-type: none"> ▶ To process referrals ensuring each referral is added to the client record system (currently Evide) and that contact is made with the parent/carer and/or child to establish interest ▶ To maintain and manage the counselling and therapy waiting lists, arrange assessments and allocate sessions ▶ To maintain and manage the client record system ▶ To ensure counselling rooms and venues are booked as and when needed and to liaise with external venue providers. To process all invoices promptly. ▶ To coordinate and manage a safe, professional and accessible online and face to face counselling and therapeutic service alongside the Counselling Manager ▶ To support the Counselling Manager to develop and review appropriate policies and procedures, including referral, cancellation, assessment, safeguarding and administrative procedures. ▶ To support the Counselling Manager to manage administration linked to the recruitment and induction of both volunteer and sessional counsellors including shortlisting, interviewing, taking references and completing DBS checks

- ▶ To develop and expand existing service provision to meet the requirements of the various contracted services, principally the EWMH services contract with Surrey Wellbeing Partnership.
- ▶ To undertake additional tasks from time-to-time to support the wider Emotional Wellbeing service
- ▶ To support the Counselling Manager to produce leaflets, posters and promotional material as necessary; to promote and publicise the counselling and therapeutic services among relevant agencies, referrers, service users and potential service users.

Service Monitoring and Evaluation

- ▶ To maintain appropriate record keeping systems in line with data protection requirements
- ▶ To ensure service outcomes and outputs are effectively monitored and evaluated and prepare service statistics weekly and monthly in conjunction with the Mindworks Delivery Manager
- ▶ To be responsible for production of monthly and annual reports on activity and impact and outcomes
- ▶ To provide information required for the production of an annual report for the service and input to the wider YMCA East Surrey Impact Report
- ▶ To coordinate the production of client case studies for internal and external communication purposes

Other

- ▶ To undertake any other responsibilities commensurate with the post as directed by the Counselling Manager, EWMH Services Manager or other senior management
- ▶ To provide a professional and customer focused service for children and families and for professionals who contact the service
- ▶ To comply with the YMCA East Surrey's policies and procedures.
- ▶ To maintain excellent working relationships with parent/carers, staff and other agencies.
- ▶ To follow YMCAES safeguarding and safer working practice policies at all times, taking any concerns regarding health and/or wellbeing to your line manager or senior management.
- ▶ To act in the interests of your own safety & the safety of others at all times.
- ▶ To undertake any other duties and responsibilities reasonably requested by the management of the organisation.

Annual Leave – 5 weeks per annum plus bank holidays. (Pro-rata for part time). The holiday year runs from 1 April to 31 March each year.

Benefits - The post holder will be entitled to free use of the YMCA East Surrey fitness centre in Redhill and half price YMCA childcare for dependents. There is free parking available at the Princes Road site and YMCA East Surrey also operates a Bike to Work Scheme.

Pension - There is a YMCA East Surrey defined contribution pension scheme. More details on request.

PERSON SPECIFICATION: Emotional Wellbeing Services Administrator

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training:	At least 5 GCSE's or equivalent	✓		Application and certificates
	Vocational qualifications in secretarial work, business or IT at level 3 or above	✓		Application and certificates
	A Levels or further education qualifications	✓		Application and certificates
Experience	IT literate with a working knowledge of Microsoft Office packages	✓		Application and interview
	Knowledge and understanding of office systems and procedures	✓		Application and interview
	Secretarial/admin experience and skills	✓		Application and interview
	Knowledge and understanding of data protection legislation	✓		Application and interview
	Excellent verbal and written communication	✓		Application and interview
	Practical experience of working in a busy office environment, responding to queries and simple problem solving.	✓		Application and interview
	Using IT systems and packages.	✓		Application and interview
	Working as part of a team and on own initiative.	✓		Application and interview

	Setting up and maintaining manual and electronic filing systems.	✓		Application and interview
	Diary management and appointment booking using manual and computerised systems.	✓		Application and interview
	Experience of routine reporting such as reporting on activity and on outcomes	✓		Application and interview
	An awareness of mental health issues and counselling / therapeutic services	✓		Application and interview
	Experience of working with children, young people and families	✓		Application and interview
	Experience of creating and maintaining policies and procedures	✓		Application and interview
	Experience of recruiting staff		✓	Application and interview
	Experience of working within the Voluntary Sector		✓	Application and interview
Abilities, skills and attitude	Attention to detail	✓		Application and interview
	Ability to demonstrate a methodical, organised and flexible approach to work.	✓		Application and interview
	Effective listening skills and demonstrates empathy whilst holding professional boundaries.	✓		Application and interview
	Excellent interpersonal and customer service skills, customer focussed with the ability to communicate effectively with a diverse range of people.	✓		Application and interview
	Ability to plan, organise and prioritise workload to meet deadlines.	✓		Application and interview

	Professional approach and commitment to providing a high quality service	✓		Application and interview
	Ability to relate well with colleagues, service users and other professionals.	✓		Application and interview
	Maintain a high level of confidentiality and discretion at all times.	✓		Application and interview
	Ability to remain calm under pressure	✓		Application and interview
Other requirements	Subject to a satisfactory Enhanced DBS disclosure	✓		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey	✓		Application and interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders	✓		Application and interview