



Job Description

Post: Counselling Co-ordinator

Grade: £22,500-£24,000

Hours: 28 hours per week

Reporting to: Counselling Appointments Manager

Job Purpose:

The purpose of the job is to provide empathetic support to clients seeking counselling services from initial enquiry to booking and completion of sessions.

As a counselling co-ordinator, you are often the first point of contact for clients seeking support for problems including anxiety, stress, loneliness, communication issues, emotional management, mental health and any other concerns impacting on a caller's wellbeing. You will listen to clients without judgement, provide information on our services, signpost appropriately, record client details, manage waiting lists, book appointments, take payments, provide technical support to clients and counsellors accessing online sessions. Our team operate from our Glasgow office, there may be flexibility to accommodate some home working.

Key Duties & Responsibilities

National Appointments

- Use a warm and professional tone to respond to all requests and enquiries whether via phone, email/web or face to face
- Deliver accurate verbal, written and text format information in a sensitive, timely & professional manner
- Ensure all established processes and procedures are used effectively to handle enquires appropriately
- Maintain client confidentiality and manage all client data in accordance with the Data Protection Act 1998 and General Data Protection Regulations (GDPR)
- Effectively negotiate and reach agreement with clients on Appointment charges in a sensitive and appropriate manner
- Effectively manage waiting lists to minimise client waiting times and maximise counselling hours
- Maintain accurate electronic systems using a wide range of software packages

Organisational

- Adhere to The Spark's organisational policies and procedures
- Flexibility is a must, working patterns will include evening working and public holidays
- Working hours will be carried out from our National Office in Glasgow/home
- Maintain a flexibility of job function in response to the evolving demands of the organisation and undertake other duties as may be required
- Aim to build and maintain positive, healthy working relationships within the team.

Person Specification

	Essential	Desirable
Education & Training	• Educated to Higher level (or extensive equivalent experience)	• COSCA Counselling Skills Certificate
Experience	• Minimum 2 years' experience in a customer care role • Experience of working in a telephone based service • Minimum 2 years' experience in an administrative role	• Experience of using client payment processes
Knowledge	• Knowledge of data protection and confidentiality principles	• Knowledge and understanding of The Spark Core Services • Knowledge and understanding of 3rd sector
Skills & Abilities	• Fully conversant with IT packages including MS Office • Excellent listening skills • Strong communication skills, both written and verbal • Effective decision making and negotiating skills • Organisational skills • Proactive, motivated, and open to changing organisational priorities • High level of accuracy • Excellent multi-tasking skills	
Personal Attributes & Other Requirements	• Expresses warmth, empathy and understanding to a broad range of clients experiencing difficult, distressing circumstances • Is non-judgemental and adheres to principles of confidentiality and data protection • Is flexible, adaptable and responds positively to change • Self-motivated, takes personal accountability and demonstrates initiative	