

## JOB DESCRIPTION

<b>Position available:</b>	Administrator
<b>Based in:</b>	Coleraine
<b>Reports to:</b>	Links Counselling Service Manager
<b>Rate of pay:</b>	Entry point £24,675 (full-time salary)
<b>Hours:</b>	20-25 hours per week, a flexible attitude towards hours is essential Days negotiable, at least one evening is a requirement
<b>Deadline:</b>	<b>Friday 6<sup>th</sup> June, 5pm</b>

### Job Purpose:

The role is to provide administrative duties within a thriving community counselling service that provides therapeutic support to individuals, couples and families within the Southern and Northern Trust areas.

The role will be based in the Links office situated in Coleraine. The purpose of this post is to provide robust administration duties including data entry, reception duties, managing referrals and appointments, monitoring systems, data collection and reporting, banking duties and record keeping.

The candidate must have excellent communication skills, and proven experience of managing your own time and workload in a busy environment.

### Job Summary:

1. To contribute to the work of Links Counselling Service in the daily delivery of supportive and confidential administrative duties.
2. To implement Links Counselling Service systems, policies, and procedures to support service delivery.

### Job Duties & Requirements:

#### Duties and Responsibilities

1. Recording and reporting of data onto databases.
2. Diary management.
3. Banking duties.
4. Reporting and statistical analysis.
5. Organising counsellor and client schedules and appointments.
6. Taking referrals.
7. Managing communication between clients, counsellors, manager, and CEO.
8. Ad hoc administrative duties as required.
9. Ensure client files are up to date and complete.
10. Ensuring CORE database is up to date with current client records.
11. Managing invoicing for counselling clients and receiving cash and card payments.
12. Cashing up and recording counselling fees for banking.

### The successful candidate will have

1. Previous administrative experience.
2. Excellent MS Excel/Word skills
3. Excellent telephone manner
4. Good written and oral communication skills
5. Good organisational skills
6. Able to follow direction and take initiative

### Training

Training will be provided and as part of induction the following training will be compulsory:

1. Safeguarding adults and children
2. Mental Health First Aid
3. ASIST – Suicide prevention
4. Health and safety
5. CORE Net database training and reporting

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### Criteria:

#### Essential

1. Good knowledge of mental health
2. Warm and approachable with excellent telephone manner
3. Organisational skills and excellent time management
4. Experience of using Microsoft office packages
5. Able to abide by confidentiality policies
6. Able to work within the ethos and implement Links Counselling Service policies and procedures
7. Experience of handling money and recording data
8. Excellent communication skills

#### Desirable

1. Experience of working within a counselling centre
2. Experience of bookkeeping duties
3. Experience of working within a confidential environment
4. Experience of using online databases including CORE Net database
5. Experience of writing policies