

ROLE DESCRIPTION

Role Title:	Volunteer Counselling Administrator
Commitment:	Either 1 day per week working as appropriate across our Young People's and General & Carers Services, or 3 to 4 hours per week working specifically to support one of these services (please specify your preference when applying).
Responsible to:	Counselling Manager and Counselling Lead
Primary Base:	Highcliffe Court, YO306BP and/or 30 Clarence Street, YO317EW
Aim of the post:	To provide administrative support for the day-to-day operational running of York Mind's counselling services.
Main duties:	
<p>The specific tasks will vary upon the needs of each counselling service and the role-holders level of experience, but will generally include:</p> <ul style="list-style-type: none"> • Helping to support the counselling manager/lead with the monitoring of referrals and waiting lists. • Contacting individual's to give an overview of the service and arrange for a 1:1 meeting between them and the counselling manager/lead. • Inputting client information onto a management information system. • Collating client evaluations to help with the preparation of data and information for reporting purposes. • Helping to support the arrangement of volunteer counsellor meetings and CPD events. • Helping implement new ways of working where these are identified and agreed with the counselling manager. • To work within the aims and objectives of York Mind to the benefit of those using our services. • To work within and uphold the policies and procedures of York Mind. 	
Requirements:	
<ul style="list-style-type: none"> • A non-judgemental and compassionate approach to supporting others, with some knowledge and understanding of mental ill-health and recovery (this may be through lived-experience). 	

- Good interpersonal and communication skills - in writing, in person and on the telephone.
- Ability to maintain confidentiality and clear boundaries with staff and users of the service.
- A friendly, professional and approachable manner.
- Shows clear commitment to the values of both York Mind and the voluntary sector.
- Sensitivity to and understanding of issues face by people who are vulnerable and in mental distress.