



## **Job Description**

**Post/Job Title:** Counselling Service Coordinator

**Location:** Psychosynthesis Trust, 92-94 Tooley Street

**Department:** Programmes

**Salary:** £25,000 (TBC) (pro rata £10,000)

**Holiday:** 25 days per year (10 pro-rata for part time) + 3 days Christmas closure

**Contract:** Permanent, Part time 2 days a week

**Accountable to:** Counselling Service Manager

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## **Organisational Overview**

The Psychosynthesis Trust is at an exciting phase in its evolution. Our student numbers are growing and more people are seeking support from our Counselling Service. In order to support this growth and to move into our next stage of evolution, we are building our capacity in our Counselling Service.

At the Trust we value an approach that considers the whole, both in terms of individuals and society and our organisation. We orientate to working with the qualities of love and will and bring the principles of curiosity, enquiry and responsibility to our work with each other and our students.

This is an exciting role for someone who wants to be part of a growing organisation on the pioneering edge of psychological and spiritual development. We are a small team so there is great opportunity for personal and professional development and to feel like you are making a real difference.

We are very serious about promoting intersectionality so welcome applications regardless of age, gender, ethnicity, sexual orientation, faith or disability.

### **The Counselling Service:**

The Counselling Service is a referral service for clients and also provides a placement in which our students (counsellors-in-training) gain their clinical experience in a formal, supported setting. The Counselling Service Coordinator's main role is to support the Counselling Service Manager in their administration and clinical needs.

### **The Purpose of the Role**

The purpose of this role is to support the Counselling Service Manager in the processing of assessment, student information, data and records as well as undertaking some clinical assessment work of clients for Counselling Service members and counsellors-in-training.

## **Key Accountabilities**

The right candidate will have excellent administrative and organisational skills and will love both processes and people. A key element of this role will be to support the administration of the work the qualified Counselling Service members and the counsellors-in-training are undertaking. This is a role about detail and data as well as about clinical assessment and referral work. We are looking for someone who can see the bigger picture and can help us to continue to find ways to support and improve the student journey to make it as efficient, professional and human-centred as possible as well as serving our community of qualified members.

## **Areas of Responsibility**

- **Student Data**
  - Provide administrative support with student data for placement counsellors-in-training, producing/copying lists, creating tables related to supervision groups, updating email groups, file supervisor feedback, archive counsellor-in-training records
  - Record and administer paperwork for referral of clients to counsellors-in-training
  - Create and keep up-to-date an electronic record of clients referred to any given counsellor - in-training, process data and forms for every referral, file client/counsellor records
  - Record and administer monthly fee collection relating to trainees and their clients
  - Updating records on 'Access database', preparing client fees received for banking, recording client-fees received against each counsellor-in-training; filing client-fee records
  
- **Counselling Service**
  - Record and administer payment of membership and referral fees for Counselling Service Members
  - Administer client referral documents; request and record insurance certificates from Counselling Service members, keep contact lists up-to-date, assist in preparing Counselling Service meetings, assist in administration and ultimate widening of 'Therapists outside London' list.
  
- **Clinical Assessment and Referral**
  - Undertake clinical assessments and referrals to both placement students and qualified Counselling Service members.

## Behaviours, Competencies and Experience

Behaviours and Relationships	Competencies and Experience
<ul style="list-style-type: none"> <li>• Accuracy, efficiency and high attention to detail</li> <li>• Ability to work within and maintain well-defined professional boundaries</li> <li>• Ability to work with confidential information and demonstrate honesty and ethical behaviour</li> <li>• Highly organized and able to prioritise across multiple tasks</li> <li>• Demonstrable project management skills</li> <li>• Ability to present written information clearly and logically</li> <li>• A proactive approach to problem solving</li> <li>• Curiosity and willingness to learn and expand knowledge</li> <li>• Interested and involved in personal growth</li> <li>• Willing to adapt to and work with change</li> <li>• Alignment with the principles and values of Psychosynthesis and the Trust's work</li> </ul>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Excellent written and spoken English language skills</li> <li>• Highly skilled using MS Office, particularly Outlook, Excel, Word and Access</li> <li>• Minimum 2 years' experience of working as an administrator</li> <li>• Experience of maintaining office systems and databases</li> <li>• PgDip in Psychosynthesis Counselling</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Previous experience working within the 'care' sector</li> <li>• Experience of working in an environment that manages cash transactions</li> </ul>

### How to apply:

Please email your CV with a covering letter why you want to work for the Trust and how you meet the requirements of the role to Felicitas at [fmander@ptrust.org.uk](mailto:fmander@ptrust.org.uk)

### Closing date:

5pm, 14<sup>th</sup> February 2019

### Shortlisting notification for interview:

Acceptance for interview will be on or before 21<sup>st</sup> February

### Interviews will be held on:

27th February

### The successful candidate will be notified within 2 days.

Start date: Ideally w/c 4<sup>th</sup> onwards