

Job Description

Job Title: Counselling Referral Coordinator
Reports to: Counselling Service Manager
Location: Home based with UK wide remit

Purpose

We recognise that access to good employment is critically dependent on what happens in people's formative years and the opportunities they then have. To address this, we provide a broadened framework of complementary services of which Health and Well Being (H&WB) is a key component, alongside Education and Skills, Children and Young People's Services and Employability.

The Referral Coordinator will carry out routine administrative duties to support the smooth running of the Counselling Service function as directed by the Service Manager and in line with agreed working models, processes and procedures.

Job description

- To carry out duties to support the administrative functions as directed by the Service Manager and in line with Shaw Trust policies, procedures and processes.
- Support the Service Manager and Senior Counsellor Counselling to ensure that referrals into the service are managed and monitored through the correct procedures and ensure participants have access to an appropriate care pathway.
- Hold responsibility for coordinating a waiting list to access the Counselling Service, ensuring that appropriate allocations to counsellors are made as directed by the Service Manager and Senior Counsellor and in line with agreed procedures and guidance.
- Ensure that assessments, signposting, updates, follow-ups, correspondence, participant communication and email generation takes place within the agreed timescales.
- Carry out specific duties as directed by the Service Manager to support the Counsellor workforce, in line with Shaw Trust HR policies, procedures and guidance (supervising, supporting, coordinating and planning staff cover).
- Carry out specific duties as directed by the Service Manager to act as an information point offering appropriate information, literature, signposting and pathways into alternative services; deal effectively with enquiries for those participants in crisis following Shaw Trust policies and procedures

- Carry out duties to support the collection, updating and monitoring of Counselling service data as directed by the Service Manager and in line with Shaw Trust.
- Adhere to contract and systems requirements and procedures (ensure correct use of the database, effective data and case note collection, recording, maintenance, updating, analysis, provide reports for each reporting period, respond to ad hoc requests for information, liaise with the Data Systems Officer and Counsellors as appropriate).
- Carry out duties to support any financial payments, specific to the Counselling service as directed by the Service Manager and in line with Shaw Trusts financial policies, procedures and guidance.
- Maintain good working relationships with contacts from community groups, partners and other relevant services, and keep updated information about them.
- Work within the ethos, vision and values of the organisation and in line with the organisation's policies and procedures.
- Establish and maintain effective working relationships with Shaw Trust relevant key post holders and external agencies.
- Attend and contribute to meetings relevant to the role (own supervision, appraisal, staff, peer group, as required).
- Commit to and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

<p style="text-align: center;">Person Specification</p> <p style="text-align: center;">Job Title: Counselling Referral Coordinator (E=Essential D=Desirable)</p>
SKILLS AND CORE COMPETENCIES
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> NVQ/SVQ level 2 or above or equivalent experience. (E) Excellent IT skills with ability to use Microsoft Office and databases (E)
<p>Experience</p> <ul style="list-style-type: none"> Excellent administration skills (E) Excellent working knowledge of computer software packages particularly those in the Microsoft Suite i.e. Word, Excel, PowerPoint and Outlook. (E) Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel. (E) Excellent organisational, communication and presentation skills. (E) Previous experience with call handling (E) Ability to work on own initiative and as part of a team. (E) Experience of working in the welfare to work industry and delivering to specified targets, quality standards and compliance measures. (D) Experience of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers demonstrating active listening skills to quickly build rapport (D) Ability to negotiate, influence and persuade at all levels. (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> Embraces change and drives continuous improvement (E) People centred in a commercial framework, takes accountability for results (E) Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E) Collaborates and unites with others behind the organisations mission (E) Provides a best in class service to all customers internal and external (E)

Personal qualities, communicating and relating to others

- Enthusiasm, passion and dedication for wellbeing (E)
- The ability to promote high levels of professionalism and lead by example (E)
- Flexible and able to respond to the ever changing needs of the business (E)
- Resilient in approach and reliable (E)
- Outstanding personal impact, drive, enthusiasm and presence (E)
- Self-starter and able to work with minimum supervision (E)
- Positive, forward thinking and able to inspire staff within Shaw Trust (E)
- Consistent and optimistic attitude (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. To undertake any further training as identified
3. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
4. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
5. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
6. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
7. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be

communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

8. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
9. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
10. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
11. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.