Open Adult Counselling Service (OACS)

Volunteer Counselling Service Co-Ordinator (Job Share) – Role Description

This guide is compiled to provide further information about this opportunity.

Please read all the information before making an application.

All applicants are subject to DBS and Reference checks.

About OACS

OACS is a voluntary, independent non-profit making registered charity fully staffed by volunteers. All the counsellors are qualified and offer one-to-one professional therapeutic counselling working within the British Association for Counselling and Psychotherapy ethical framework. Every individual member of the OACS team is integral to the delivery of the high-quality service we aim to deliver to our clients and this is reinforced by the positive reputation OACS has built during the years since our current service was founded in 2010.

The opportunity

Open Adult Counselling Service requires a Volunteer Counselling Service Co-Ordinator who will be the first point of contact for prospective OACS clients who are seeking counselling support. As a Volunteer Service Co-Ordinator you will be responsible for responding to telephone enquiries from prospective clients and booking initial appointments between the client and the volunteer counselling team.

This role is based on an alternate week job share. There are no fixed working hours for this position but it is essential that the holder does have time each working day (Monday – Friday) to check for telephone messages and respond to calls within working hours of 9 – 5pm. Weekends and Evenings the telephone is diverted to voice mail and these calls are followed up the next working day.

It's a great way to develop your skills and use your experience to help support people in your local area. You, together with members of the service support team and motivated professional counsellors, learn about our work and gain a unique insight into the not-for-profit charity sector. Volunteering is a great way to gain valuable skills and help support your local community. It is also a good introduction for those who may be considering studying to become a qualified counsellor.

Personal Attributes for the Volunteer Service Co-ordinator Role

- A warm, calm and discreet manner
- Reliable and self-motivated
- Open minded, non-judgmental and compassionate approach
- Hold a positive attitude to supporting the organization and volunteering

Key responsibilities:

- To be the first point of contact for incoming client calls and when responding to client voice mail enquiries left on the service system.
- To manage the on-line appointments diary and liaise with counsellors, clients and assessors where appropriate to ensure clear and accurate information is provided to all parties in respect of appointments.

- Maintain and update centralized database with client details ensuring confidentiality and in-house procedures are followed.
- Maintain and update client wait list and 'red flag' clients who have been waiting longer than four weeks for an initial assessment session with the Clinical Director.
- Attend quarterly Management Committee meetings and provide an update on client lists and any service issues.
- Produce 'starter packs' for new clients using in-house materials.
- Ensure safe storage of client data/forms following the completion of counselling.
- Implement OACS policies and procedures in respect of all client interactions including Safeguarding, Equality, Diversity, Data Protection and Confidentiality.
- Work closely with job-share partner to ensure effective communication when handing over at the end of scheduled work rota.
- Plan and organize work rota with job-share partner to ensure that both parties holiday(s) and other planned commitments are covered. In the event of an unexpected situation, additional support can be sought from the wider volunteer team.
- Attend new hire induction sessions in order to establish good communication and effective working relationships. These take place approx. one evening each quarter.

Knowledge and Skills

- Awareness of Equality, Diversity, Data Protection, Safeguarding and Confidentiality in the context of a Counselling Service.
- Strong administrative and organizational skills.
- Excellent communication skills with the ability to demonstrate empathy and understanding.
- Computer literacy in respect of on-line diary system, maintaining client data etc.
- Ability to contribute to the development and improvement of internal systems and procedures.

What you will gain from this opportunity

- Internal training and support through our buddying up procedure
- Opportunity to meet fellow volunteers
- Invitation to meet colleagues and socialise with other volunteers at quarterly professional development seminars and events
- Expenses covered for enhanced DBS required to work at OACS
- Personal satisfaction in the knowledge that your contribution is valued not only by the service but that you are actively helping to deliver a much needed and in demand mental health resource to the local community