

## **Connect Counselling: Call Coordinator** **(<https://www.activelink.ie/node/114155>)**

### **Position: Call Coordinator**

**Hours:** 6 evenings per month (4:30pm – 9:00 pm, weekdays)

**Location:** Remote

**Rate of Pay:** Competitive

### **About Us:**

Connect Counselling provides vital support to adult survivors of childhood abuse, offering a safe and compassionate space to access professional counselling and helpline services. We are seeking a **Call Coordinator** to join our team and play a key role in connecting callers with counsellors during our evening service.

### **Role Overview:**

As a Call Coordinator, you will be responsible for managing and routing all incoming calls to our on-duty counsellors. You will provide a professional, caring first point of contact for callers and ensure smooth communication during our evening support hours.

### **Key Responsibilities:**

- Answer and route all incoming calls efficiently to the appropriate counsellor.
- Provide a warm, courteous, and compassionate response to all callers.
- Maintain accurate records of call activity during your shift.
- Collaborate with the counselling team to ensure seamless service delivery.

### **Requirements:**

- Experience in customer service or a call centre environment.
- May suit a pre accredited trainee counsellor
- Excellent telephone manner – professional, courteous, and empathetic.
- Strong organisational and communication skills.
- Ability to work independently and manage multiple calls effectively.
- Reliability and flexibility to work 6 evening shifts per month (4:30pm – 9:00 pm).

### **What We Offer:**

- Competitive rate of pay.
- A supportive and meaningful working environment.
- Flexible evening hours to fit around other commitments.

### **How to Apply:**

If you have a passion for helping others and the skills to provide excellent call coordination, we want to hear from you. Please send your CV and a brief cover letter outlining your suitability for the role to [admin@connectcounselling.ie](mailto:admin@connectcounselling.ie) (<mailto:admin@connectcounselling.ie>). **Application Deadline:** March 11th 5.00pm

#### **Region**

Remote

#### **Date Entered/Updated**

3rd Mar, 2025

**Expiry Date**

11th Mar, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/community/114155-connect-counselling-call-coordinator>