**JOB DESCRIPTION FOR THE POST OF PART-TIME**

**COUNSELLING ADMINISTRATOR**

Specified Purpose - Leave Cover- minimum 2 weeks

**Name of Employer: Baldoyle Family Resource Services CLG.**

**Job Title: Counselling Administrator**

**Number of Hours: 14 Hours per week (excluding lunch)**

**Flexibility around working hours is required.**

**Overall purpose of the job:**

To administer the Centre’s Counselling Service.

**Key areas of work:**

1. To be the first point of contact for prospective clients and take them through the referral form and assign them to an appropriate Counsellor.
2. Administer the online appointment diary for the service, and liaise with clients and their assigned Counsellor.
3. Ensure the waiting list communications are updated and clients are kept informed.
4. Record all contributions made by clients to the Counselling Service.
5. Implement good working practices within the counselling service in consultation with the Project Manager.
6. To produce monthly reports for the Board of Management and quarterly reports for SPEAK.
7. To hold regular meetings with the counsellors to update them on the latest developments in the centre.
8. To network with other counselling agencies and related organisations.
9. To keep confidentiality in relation to the work of the Project.
10. To participate fully in regular support and supervision and team meetings.
11. To attend training in order to improve knowledge, skills and understanding of the work.
12. Any other duties that may arise to further develop and support the work of the Project.

PERSON SPECIFICATION SHEET FOR COUNSELLING ADMINISTRATOR

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| **HEADINGS** | **ESSENTIAL** | **DESIRABLE** |
| **SKILLS**  **&**  **ABILITIES** | * Can work well with people. * Ability to make decisions on own initiative * Clear communication skills * Computer skills * Organisational, planning and prioritising skills * Good time management * Ability to complete funding applications and write reports |  |
| **EXPERIENCE**  **&**  **KNOWLEDGE** | * Experience in Community Development/ counselling service setting * Understanding of principles and practices within a counselling service | * Experience of voluntary work |
| **EDUCATION**  **&**  **KNOWLEDGE** | * Relevant Third Level Qualification or Participation in second chance educational opportunities in relevant area   - Family Support |  |
| **PERSONALITY** | * Non-Judgemental & empathetic * Positive outlook * Good social skills * Respectful and Patient * Good listener * Friendly and Confident * Team Player * Discrete person who recognises the importance of maintaining confidentiality and boundaries particularly in a counselling service |  |
| **VALUES** | * Values people’s judgement and thinking * Honest and Trustworthy * Has an understanding of mental health issues * Committed to Community Development Ethos and Practice * Encouraging and Empowering * Has an understanding of Racism, Discrimination and Equality Issues. |  |

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**Application process:**

Please email your C.V to projectmanager@bfrs.ie

**Closing date for applications is Wednesday 26th March 2025.**

**Baldoyle Family Resource Services CLG is an equal opportunities employer**