



Job Title: Counselling Coordinator	Location: Arklow/Bray Co Located
Reporting To: Manager	Part Time Hours: 20 hour position over 3 days Arklow Centre Tuesdays: 2:15pm-9:45pm Arklow Centre Thursdays: 9:45am-4:45pm Bray Centre Fridays: 9:00am-5pm
1. JOB PURPOSE: Living Life Counselling are seeking an accredited counsellor with the following recognised professional bodies e.g. IAHIP, IACP or equivalent to provide support to our team of volunteer counsellors who are a mix of qualified, accredited and trainee counsellors. Within this role you will have the responsibility to support our volunteers with compliance and understanding of agency policy, practice and procedures. You are responsible for the intake of potential new clients and assessment as to their suitability for counselling within our service.	
2. KEY RESPONSIBILITIES AND ACCOUNTABILITIES: <u>Working with Volunteers:</u> • Provide support to counsellors in the Centres • Participate in the orientation and training of new volunteer counsellors • Ensure that volunteers are supported in their understanding of agency policy, procedure and practise e.g.; stats/donations/diary sheets/late cancellations/holidays etc • Conduct probationary, annual and exit review meetings with volunteer counsellors <u>Working with Clients:</u> • Conduct individual appointments for initial assessments of potential clients, carry out impromptu/emergency initials when necessary • To communicate efficiently, promptly and courteously with all clients in line with policy and procedure. • Placement and matching of new clients with counsellors • Liaise with relevant third-party agents in relation to client care and referrals • Support the Management Team in ensuring a quality service for clients • Conduct confidential correspondence with clients and relevant third parties <u>Admin Duties:</u> • Update the client database on a daily basis with client related information (i.e. sessions slips, correspondence, session attendance, etc.) • To welcome clients to the centre, answering the phone and taking messages. • To balance donations/donation reports • Ensure secure lodgement of any money on the premises	

- To communicate with the reception/administration team regarding any issue in relation to CRM and calendar data.
- To ensure that the building is secure at night with all windows and doors locked and all electrical appliances turned off and unplugged.
- Any other duties as deemed appropriate by management
- To ensure AED machine is working appropriately and alert management if additional equipment or supplies are needed as per the AED log.
- To support the maintenance needs of the organisation by liaising with appropriate maintenance contractors where necessary.
- To ensure counselling rooms are tidy and kept to a standard.

3. REQUIREMENTS SPECIFIC TO THIS POST:

The successful candidate will be an accredited counsellor/psychotherapist. Supervisory accreditation would be an advantage. They will comply with the ethical standards of the centre and their accrediting body. The successful candidate will have excellent assessment and report writing skills. They will adhere to agency policy with regards to confidentiality and will need excellent communication skills and sound judgement.

4. REQUIREMENTS EXPECTED OF ALL LIVING LIFE STAFF:

- Demonstrate a sound work ethic, support the mission of the Living Life Counselling and have the ability to work within its values, policies and procedures
- To be aware of and sensitive to the needs of clients from disadvantaged backgrounds
- To undertake work in a manner that is friendly, flexible, courteous and respectful
- To be discreet and aware of issues of privacy and confidentiality
- To be a team member and to participate in the efficient flow of information to all work colleagues
- To show reasonable flexibility in relation to the hours of attendance and to cover for absent staff members when necessary
- To contribute as appropriate to the development of policy and procedures within the area of expertise of the position
- To actively participate in staff meetings
- To be vigilant of any Health, Safety and Welfare risks in the workplace.

The above statements are intended to describe the general nature and level of work being performed by people in this job category. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills.