



VOLUNTEER COUNSELLING PROJECT COORDINATOR

Salary:

£24,435 per annum, pro rata

Hours:

21 hours per week

Hybrid Working

To work closely with the Volunteer Project Lead to coordinate and expand our volunteer counselling service. Coordinate a safe, professional and accessible counselling service to Carers registered with Durham and Darlington Carers Support and develop and expand our existing provision.

➤ Main responsibilities

- Responsible for the day to day running of the Volunteer Counselling project
- Ensure that all administrative functions are completed in a timely manner including dealing with enquires from potential Volunteer Counsellors as well as enquiries from the DCCS Team
- Communicating with Carers to arrange counselling sessions
- Work with Volunteer Project Lead to develop and review appropriate policies and procedures including referral, cancellation and triage procedures
- Assess risk on an individual basis i.e lone working
- Support the induction of volunteer counsellors
- Provide informal 1-1 support to volunteer counsellors
- Liaise with Volunteer Project lead to recruit Counsellors through local training providers and relevant recruitment boards
- Ensure volunteer counsellors are receiving adequate professional supervision
- Allocate Carers requiring Counselling to Counsellors as well as recording appointments and no shows
- Collecting feedback at the end of counselling sessions
- Ensure safeguarding procedures are adhered to
- Ensure the service is delivered in line with BACP guidelines and ethical framework
- To report and liaise with the wider team regarding the delivery of the service
- Ensure project outcomes are effectively monitored and evaluated, preparing monthly reports to the Volunteer Project lead
- Ensure that budgets are adhered to and financial procedures are followed in terms of supervision, mileage and room hire
- Attend training and development as required
- Attend team meetings and supervision

➤ Skills & Experience

- At least two years administrative experience in an office environment
- Excellent administration skills including data entry, editing, emailing and electronic filing
- A high degree of computer literacy to include competence in word, spreadsheets, databases, email and internet
- Organised, efficient and able to work under pressure and to deadlines
- Ability to set up systems and procedures
- Strong customer service skills both by telephone and email and being able to communicate with Carers who may be upset or stressed
- Proactive problem solving skills.
- Experience of working confidentially and adhering to data protection issues and safeguarding
- Ability to work independently as well as part of a team
- An understanding of Counselling Framework and guidance would be advantageous

This role is subject to a DBS check

➤ *Eligible candidates must complete application form and email to Liz.johns@dccarers.org*

www.dccarers.org

