

Role Description for Psychotherapy and Counselling Administrator Volunteer

This is a great opportunity for anyone who is looking to develop their experience within Administration or gain knowledge around how a counselling service is operated. You will gain hands on experience of administrative functions within a long established service which has around 30 volunteer counsellors and supports over 80 active clients across our regular and low-cost therapy options. Richmond Borough Mind provides a wide range of professional short and longer term therapies to people across the borough and beyond.

DUTIES CAN INCLUDE:

- Assist with administrative processes and reception functions including checking voicemail messages, dealing with enquiries, referrals, clients' appointments, and updating client records.
- Supporting the recruitment and induction process of new therapists
- Handling room bookings and liaising with external venues
- Note taking at team meetings
- Data collection and entry which support with monitoring and evaluation reports
- Promoting and publicising the service.

HOURS: Tuesdays 9.00am to 3.30pm or 3.00pm to 9.30pm
 Wednesdays 9.00am to 3.30pm or 3.00pm to 9.30pm
 Thursdays 9.00am to 1.00pm
A minimum of one regular shift per week is required

DURATION: A minimum commitment of 12 months is required

BASED AT: Richmond Borough Mind, 1st Floor, UK House, 82 Heath Road, Twickenham, TW1 4BW; Maddison Clinic, 140 Church Road, TW11 8QL, Teddington; and/or other locations within the Borough of Richmond as required

SKILLS / ATTRIBUTES & ABILITIES REQUIRED:

- Non-judgemental attitude towards people with lived experience of mental ill health
- An interest in how a Psychotherapy and Counselling service is run
- Adhering to BACP ethical framework and guidelines
- Professional, with good customer service skills and attention to detail
- Ability to manage difficult conversations
- Able to perform tasks without constant supervision and to ask for help when required
- Good administrative and IT skills, confidence with MS Office including Excel Spreadsheets, Outlook and online databases

- Sound understanding of confidentiality and data protection, respecting the sensitive nature of material received and dealt with by RB Mind
- Willingness to perform tasks in accordance with RB Mind policies and procedures
- Enhanced DBS check (RB Mind administers and covers the financial cost)

WHAT WE OFFER:

- Travel and lunch expenses in accordance with our volunteer and expense policies
- Training on relevant IT software and volunteer training around mental health
- References (after completion of 3 months volunteering with us)
- Ongoing support and supervision

**If you are interested in applying or would like further information on volunteering with us, please email our Volunteering Team at volunteering@rbmind.org
Thank you for your interest in Richmond Borough Mind**