

## **Lawrence Way Community Counselling Service (LWCCS)**

**Part-time Clinical Administrator** (avg 6-8 hours per week)

**Rate of pay:** £10 per hour

**Reports to:** Administrative Manager

**Works with:** Management team, admin team, counselling team

### **Role specification:**

- Overall day-to-day management of client referrals and allocations
- Receive email referrals from GP surgeries, NHS Single Point of Access, PWS and Lawrence Way website, and transfer to central databases
- Liaise as necessary with telephone referrals
- Allocate client assessments/ongoing counselling appointments to counsellors, as and when requested by counsellors
- Liaise with Administrative Manager and/or Service Manager and/or relevant assessor re: appropriate allocations for trainee counsellors
- Communicate efficiently and professionally with clients and third party referrers to acknowledge receipt of referral, arrange appointment times and give guidance as to what to expect from LWCCS process
- Conduct initial risk assessment for people who appear they may be at risk of harming themselves or causing harm to others, and refer to Service Manager and/or Administrative Manager for further action as appropriate
- Update databases accurately and in a timely manner
- Manage own schedule and workload to provide regular communication across the working week

### **Person specification:**

- Maturity and sensitivity in communicating with people who may be very stressed or emotional
- Ability to handle highly confidential and sensitive information appropriately
- Ability to work accurately with Excel databases, Word documents, emails and text messages

### **Qualifications and experience:**

- Experience working in a similar role in e.g. healthcare or social care setting required
- Experience working in a psychological/emotional support setting desirable
- Current Disclosure & Barring Service certificate, or willing to undertake this