

15 October 2020

Dear Applicant,

Thank you for your interest in this post of Meeting Minds Assistant Coordinator at Bristol Mind. We are looking to recruit someone with the enthusiasm, commitment, and skills to support the development of the organisation. This role is to provide client-focused operational and administrative coordination for Bristol Mind's Wellbeing services, working as part of a small staff team. We take a proactive approach in recruiting a diverse staff team that reflects our communities, and supports our values around equality.

Please find below a job description, person specification and application form (or download from www.bristolmind.org.uk). Completed application forms should be sent to admin@bristolmind.org.uk, Please ensure you address all the points of the job description.

Closing date for applications is **5pm Friday 30th October**

Interviews will be held on **Wednesday 4th November via Zoom**

Best wishes

Liz Sorapure

Coordinator of Mindline, Mindline Trans+, Meeting Minds and Women without Borders

Job Description

Job Title: Assistant Coordinator, Meeting Minds
Grade: NJC Scale 6 Point 20: £25,991 per annum FTE (pro-rata from 37 hours)
Hours: Part time, 18 hours per week
Location: Based at the Bristol Mind Office, 35, Old Market Street, Bristol. Remote working for the duration of the COVID-19 pandemic.

Purpose of post:

To provide client-focused operational and administrative coordination for Bristol Mind's wellbeing services, working as part of a small staff team. This new role has been created for someone to work alongside the existing Assistant Coordinator of our counselling services. There will be some level of overlap in terms of work areas and tasks listed below; this post will be the more client-facing role of the two.

Key works areas

- a. **General:** Supporting Bristol Mind's Wellbeing Services, providing good communication, administrative, and organisational skills.
- b. **Client Contact:** Responding to telephone and email enquiries, managing cancellations, drafting/posting letters and general correspondence. Undertaking initial assessments and providing signposting to other services where necessary and appropriate. Occasionally jointly communicating safeguarding issues to GPs.
- c. **Volunteer Counsellor's Input:** Building and maintaining good working relationships with volunteers and responding to volunteer queries and concerns. Participating in the induction process for new counsellors. After initial assessments, liaising with the other Assistant Coordinator about appropriate placement of clients with counsellors.
- d. **Record Keeping:** Assisting in maintenance and creation of personnel files for counsellors, including references and DBS checks. Maintaining databases where necessary, including records of counsellor absences and holidays, and client attendance. Maintaining accurate counsellor supervision records, liaising with supervisors.
- e. **Outcomes:** Monitoring reports and spreadsheets as and when required. Ensuring counsellors are completing and submitting client end of month monitoring forms, including PHQ-9 and GAD-7.
- f. **Initial Assessments:** Undertake initial assessments of clients accessing our services.
- g. **IT / Admin:** Providing IT services and administrative support. Experience with Microsoft Word and Microsoft Excel is essential. Photocopying, collation, and despatching of data from database and circulars.
- h. **Confidentiality:** Ensuring confidentiality and data protection requirements are adhered to at all times.
- i. **Other:** Required to attend line management supervision with Project Coordinator, team meetings, and occasional Bristol Mind all-staff meetings.



Person Specification

Knowledge, Skills, and Experience Required

- a. Hold a Diploma or equivalent in Counselling for at least two years
- b. Experience of working in another voluntary sector counselling service or mental health provision (Desirable)
- c. Good communication skills, including telephone manner. Courtesy and sensitivity to be able to help a wide range of people who use the service, both personally and on the telephone
- d. Ability to work independently and as a member of a team, with a warm friendly approach and willingness to work collaboratively with others
- e. Ability to work independently and confidentially from home during the COVID-19 pandemic, with reliable access to internet and phone signal
- f. Experience of working with people who identify as LGBTQ+ (Desirable)
- g. Experience and knowledge of working with clinical boundaries in a therapeutic environment
- h. A good understanding of BACP code of ethics, and that it informs service delivery
- i. Proficiency in written English and Numeracy
- j. General administrative skills
- k. Good motivation and ability to prioritise a variety of work
- l. Administrative and word processing qualifications and/or experience
- m. Knowledge of spreadsheets (Excel), database functions, and experience of inputting data
- n. Ability to learn and develop knowledge about all aspects of Bristol Mind's work and services in order to answer enquiries
- o. Ability to prioritise work, execute and evaluate activities
- p. The post-holder will be expected to adhere to the Confidentiality, Equal Opportunities, and other policies and procedures of Bristol Mind.

