

Role:	Counselling Support Administrator
Hours:	16 hours per week (to be completed over 4 days)
Salary:	£16,086 - £17,760 (FTE) depending on experience
Main Purpose:	Reading Lifeline offers counselling and support to those affected by infertility or baby loss during pregnancy or soon after birth. This is a busy and varied role. You will be the first point of contact for clients and volunteers when they call or visit the service. You will also be responsible for providing the administrative support to the Reading Lifeline team. You will be representing the project and its ethos, within MTF's vision.
Key Tasks:	<ul style="list-style-type: none"> • Client support • Administrative support for the Reading Lifeline team • Data management, monitoring and reviewing of project activity • Managing client donations • Represent the Charity and its ethos
Reports to:	Reading Lifeline Manager
<p>Client Support</p> <ul style="list-style-type: none"> • Responding to telephone enquiries • Completing referral paperwork • Booking assessments • Liaising with the Clinical Lead and Volunteer Counsellors to oversee the waiting list and book counselling slots or cancellations • General care and welcome of clients to appointments • Coordinate between clients and volunteer counsellors regarding appointments <p>Administrative support for the Lifeline team</p> <ul style="list-style-type: none"> • Complete administrative tasks for the Manager and Clinical Lead as required • Support volunteer counsellors by preparing client folders and forms • Maintain supporter records and send out mailings using Mailchimp • Create publicity for support groups and events • Assist with the planning and delivery of events <p>Data Management, monitoring and reviewing of project activity</p> <ul style="list-style-type: none"> • Ensure accurate records are kept using project databases and excel • Collating data for monitoring reports • Research local statistics and information • Follow all policies and procedures, including data protection, confidentiality and safeguarding <p>Managing Client Donations</p> <ul style="list-style-type: none"> • Keep records of client donations • Collect and processing donations and gift aid forms, liaising with counsellors to ensure processes are followed <p>Represent the Charity and its ethos</p>	

- To clearly communicate and demonstrate the values of the project (Reading Lifeline) and vision and ethos of the charity (The Mustard Tree)
- Participate in regular staff prayer and devotional times

EXPERIENCE & QUALIFICATIONS:

Essential:

- Understanding of the needs of those affected by infertility or baby loss;
- Emotional maturity and resilience, able to show empathy and respond appropriately if someone is in distress;
- Ability to manage a busy and varied workload;
- Excellent communication and interpersonal skills;
- Previous administrative experience, good grammar and an eye for detail;
- Experience of using Microsoft Word, Excel, Outlook & a CRM database;
- Good general level of education - 5 GCSE's or equivalent;
- Strongly supportive of MTF's Christian ethos

Desirable:

- Experience of working in a counselling, health care or voluntary setting in a client facing role
- Experience of working with GDPR, confidentiality and safeguarding procedures
- Experience of mainstream social media and able to update a website
- Experience using mailchimp
- Experience of using Canva

FOR THIS ROLE YOU WILL NEED:

To have a DBS Enhanced Disclosure through The Mustard Tree, or a portable DBS

Citizenship of the UK or the EU, or have entitlement to work in the UK.

To be able to access the Mustard Tree / Reading Lifeline offices (unfortunately there is not currently any disabled access as it is a listed building. The office is up one flight of stairs). If you would like more information about access, and anything we can try to put into place around this, please do not hesitate to contact us.