JOB DESCRIPTION

Job Title: Student Counselling Service Co-ordinator
Department / Unit: Student Advisory & Wellbeing
Grade: RHUL 6
Accountable to: Head of Student Counselling Service

Purpose of the Post
To co-ordinate the activities of the Student Counselling Service and hold responsibility for the administration thereof.

The main responsibilities of the post are to work with the members of the Student Counselling team in order to carry out and co-ordinate the administrative side of its work. The Counselling Service is part of the Student Advisory & Wellbeing provision reporting to the Director of Academic Services and liaises closely with the Health Centre and other Support services.

The Counselling Co-ordinator will provide professional administrative support to the Counselling team and ensure that students who access the Service are greeted in a confidential, professional and friendly manner. The role involves the co-ordination of a prompt and professional service that promotes and respects the equality and diversity of the student population.

Key Tasks

Management of Service

- Managing efficient throughput of students to ensure equitable running of service.
- Managing counsellors’ workload by overseeing appointments, monitoring service usage, informing the Head of Counselling of staffing shortfalls and arranging sessional workers.
- Managing data entry of client appointments. Overseeing student feedback and service evaluation exercises.
- Managing expenditure and income generation accounts and overtime accounts, processing payments and receipts within College agreed budget.
- Managing departmental diary, ensuring all dates are entered and efficient time planning is facilitated. Re-allocating clients - making satisfactory
alternative arrangements if a counsellor is absent. Managing the reduction of wastage and ensuring focus on productivity.

- Maintaining a confidential filing system in compliance with the Data Protection Act & BACP requirements. Ensuring files in use are properly completed and stored upon ending of cases in a secure archive and confidentially destroyed when appropriate.

- Arranging effective alternatives for personal reception when required.

**Managing the student-facing office ‘hub’**

- Managing the Counselling Office ‘Hub’ to provide a customer led and student facing service.

- Performing receptionist duties while working in the Reception/Waiting Room - providing a friendly and welcoming atmosphere in particular paying close attention to putting potential clients at ease. Dealing with students’ enquiries in a sympathetic manner assuring them of confidentiality at all times.

- Dealing with enquiries from parents, academic tutors and other staff helpfully and resolving urgent situations without revealing anything of a confidential nature.

- Maintaining a calm + professional demeanour in situations which may involve dealing with high levels of student distress.

- Ensuring discussion does not take place in office which compromises proper confidentiality.

- Managing the Counselling Service part-time receptionist and administrative assistant.

- Ensuring appropriate and responsive prioritisation of appointments; this involves making judgements about urgency when students present in crisis or are sent by concerned third parties.

**Co-ordination of the Counselling team**

- Providing comprehensive administrative support for the Service. Dealing with incoming and outgoing correspondence, drafting replies as necessary and independently handling all routine office matters.

- Providing administrative support (filing, e-mails, phone calls, letter writing) to team.

- Facilitating communication among the team, including ensuring incoming staff have access to all appropriate procedures and policies. Attending and contributing to fortnightly administration and other meetings as deemed necessary.

- Allocating the Counsellors’ appointments for appropriate clients and properly prioritising apparently urgent cases. If counselling is not the appropriate
intervention, directing the student to other immediately available sources of support. In case of emergency, directing and if necessary escorting the student to the Health Centre or arranging for telephoning of emergency support.

- For a major part of the day independently handling enquiries from both outside and within the College in order to ensure Counsellors are not disturbed during counselling sessions.

**Liaison with other departments**

- Liaising with administrative and academic staff, the Health Centre, Hall Life team, Student Union Welfare Officer, Student Services, Student Financial Advisor, DDS Support Officers and Wellbeing Team, as appropriate, to maximise psychological support available for students.

- Providing information for reports and responses for Freedom of Information requests.

- Carrying out with the HR department all administrative tasks relevant to the recruitment of new sessional and volunteer counsellors; processing all aspects of associate counsellor and trainee counsellor recruitment and induction.

**Administration of Information and Promotional aspects of the Service**

- Ordering and upkeep of stationery items.

- Maintaining a comprehensive leaflet and handout service to help students with specific problems.

- When appropriate, carrying out all administrative tasks relating to the running of all CPD training courses.

- Updating the Service’s website pages via the Communication Team.

- Any other duties as required by the College that are commensurate with the grade. As the needs of the College change so the above job profile, duties and location of the role within the College may be adjusted accordingly.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.