



Job Description

Job Role:	Receptionist/Counselling Administrator
Reporting To:	Head of Clinical Services
Attendance:	This is a part-time position working 3 days a week (22.5 hours), Wednesday, Thursday and Friday 9am to 5pm
Location:	Office based in our Warwick Town Centre office
Remuneration:	£13,800 per annum (£23,000 FTE) plus 25 days (FTE) paid holiday + public holidays pro-rata. A birthday concessionary day + incremental annual leave after 5 years of service. Matched contribution pension scheme up to 5% of salary. CPD opportunities

Safeline is a leading Warwickshire-based, independent, and professional specialist sexual abuse and rape charity. We help people aged 3+ who have been abused to rebuild their lives, we protect those at risk, and we find ways to prevent abuse from happening. We have been protecting and supporting people affected by sexual abuse and rape since 1994 and we intend to continue this vital work for many years to come because the need for organisations like ours has never been greater.

Job Purpose

You will be responsible for delivering Safeline's front of house service and working as part of a friendly and supportive counselling team providing administrative support to enable Safeline to help more survivors of sexual abuse.

Key Responsibilities

- Operating Safeline's front of house service, including answering incoming telephone calls and office email enquiries, greeting clients, counsellors and other visitors on arrival and fielding messages to colleagues accordingly.
- Managing the daily appointment booking system in an effective and efficient manner, including processing cancellations and informing colleagues of re-arrangement needs.
- Supporting with the smooth daily running of Safeline's counselling service. You will also be responsible for ensuring the buildings are open ready for the day's counselling appointments and closed at the end of the day.
- Maintaining room hire booking for counselling appointments both internally and externally.

- Carrying out client related administration including processing new client files, ongoing management of client files (including hard copy files and computerised management systems), actioning appointment related communications including issuing letters, responding to appointment related queries, closing client files, archiving, client file auditing, preparing assessment packs and ensuring face to face counsellors have any non-clinical information and items they need ahead of a counselling session.
- Helping to record and collate organisational data by maintaining and updating spreadsheets, databases, and logs.
- Organising Safeline's post; redirecting post to the Safeline team and actioning Safeline's postal needs.
- Assisting with photocopying, filing, and updating mailing lists for the counselling team.
- Supporting with the induction of new counsellors including processing new student counsellor paperwork and issuing ID badges when required.
- Provide basic cover for other administration colleagues when they are absent as requested.
- Ensuring reception cover is in place in advance during periods of annual leave by contacting the administrator cover colleague on the rota.
- Attending and contributing to line management, annual appraisals, bi-monthly clinical team meetings and staff meetings.
- Attend training development events when needed for your own Continued Professional Development.
- Other ad hoc duties related to the role as necessary and based on the needs of the organisation.

Person Specification

- An empathetic, non-judgemental and compassionate attitude and a genuine desire to support those affected by rape or sexual abuse.
- A friendly disposition.
- A client focused outlook.
- An ability to work in confidential and discreet settings is essential.
- Have experience of working in an administration/customer service setting.
- Excellent communication skills.
- Excellent interpersonal skills, demonstrating an ability to convey warmth, sensitivity and professionalism towards all visitors, building good working relationships, whilst maintaining boundaries and Safeline's high standards of service.
- Excellent organisational, prioritisation skills and an ability to complete task within the specified timeframe.
- An ability to work pro-actively and use their own initiative.
- An ability to work collaboratively, be a strong team-player and have a positive outlook and strong work ethic.
- Good analytical and IT skills.
- An ability to remain calm during busy periods.
- An ability to work adaptively when needed.

- Attention to detail, accuracy and a good standard of written and spoken English.
- A commitment to embracing inclusivity and equality.
- A commitment towards the objectives and values of the charity and to representing the charity in a positive light.

Key Measures of Success

- Providing a consistent level of service to a high, professional standard, always representative of the ethos of the organisation.
- Ensuring agreed objectives and outcomes are fully achieved within the agreed timeframes, enabling the organisation to support more survivors.
- Supporting and working collaboratively with the Clinical department and with the wider team.
- Processing data accurately to enable the organisation to operate effectively and efficiently.
- Positively embracing and supporting change that will improve our services and help the organisation to operate more effectively.
- Investing in your own personal development, health and wellbeing.

Safeline is committed to the safeguarding of children and adults at risk and adopts strict measures to ensure the safety of its clients. Safeline expects all staff to work within its safeguarding policies and procedures. All staff undertake enhanced DBS checks

Safeline is committed to promoting a diverse and inclusive community and encourages applications from all genders, ethnicities and cultures.

