

JOB DESCRIPTION
Counselling and Mental Health Service Administrator
Vacancy Ref: N811

Job Title:	Counselling and Mental Health Service Administrator	Grade: 4
Department/College:	Colleges and Student Life	
Directly responsible to:	Clinical Lead - Counselling and Mental Health Service	
Supervisory responsibility for:	N/A	
Other contacts		
Internal:		
Wider wellbeing team and other Student Services staff, College Officers, Academic Staff, Support staff, Chaplains, Security, Health Centre and many others		
External:		
NHS, medical services, parents and families		
Main duties and responsibilities		
<p>Overall job purpose – Provision of administrative support within the service. To give all visitors and clients professional and sensitive front-line help and information, representing the service at this important first contact. To organise statistical data, the client waiting list and self-referral assessment appointments.</p> <ul style="list-style-type: none"> • To provide a professional and non-judgmental front-line service to all students, parents, staff and others, ensuring that a positive image of the service and University is created and maintained; • To give assistance, information, advice and guidance to all students, staff and others and direct them to appropriate sources of help in such a way that they can make a confident and effective use of them; • To manage the student referral system, identifying and alerting the appropriate staff to potential problems and prioritising so that clients receive prompt help appropriate to their individual needs; • To allocate initial assessment appointment to students in person, by telephone or email; • To communicate with clients regarding their appointments including sending out emails, text reminders and rebooking cancelled appointments • To maintain an effective and efficient service by ensuring cancelled slots are filled as soon as possible and often at short notice with the most appropriate client • To input data into any IT systems the service uses, guaranteeing accuracy and comprehensiveness; • Inputting and retrieving statistical CORE data, compiling reports as required including for the annual report, so that the work of the service can be monitored, analysed and trends forecast; • To be responsible for developing and maintaining all office administration and systems and procedures to contribute to the smooth running of the service; pull together agenda for weekly meeting; take notes at weekly staff meeting and produce written up version; production of letters/reports, processing correspondence; creating, organising and managing online client case files; using CORENET; maintain suitable levels of printed hand-outs; organise yearly workshops, including room bookings and manage/respond to all communications concerning attendance; using confidential systems to send information to third parties such as GPs or other medical professionals • Maintaining an understanding of all relevant legislation and ensuring compliance with it; • Providing overall admin support to the wider Student Wellbeing team and working alongside the Disability Service Administrator to ensure coverage for both services • This role description will change from time to time in line with changes in the service; you may at times be asked to work in other parts of Student Based Services including on the busy “Base” front desk 		