

JOB DESCRIPTION
Counselling and Mental Health Service Administrator
Vacancy Ref: N924

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| 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 you 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 | | | |