

We are looking for a volunteer Counselling Service Co-ordinator

Our vision is to help children and young people with their mental well-being and resilience, so they have the best possible chances to be the strong, resilient, independent and thriving adults that they and our society deserves. We provide counselling support, for all children and young people who would not normally have access to the help they need. We currently work within Surrey.

We are a very small charity who are looking to grow our current service offering and are looking for a volunteer Counselling Service Co-ordinator to help co-ordinate, develop and expand our counselling service. This is predominantly an admin/management role to ensure the smooth running of the service. A knowledge of counselling or mental health awareness would be an advantage but is not essential. An ideal volunteer will be highly organised and professional, able to co-ordinate and help expand our existing service. They will work closely with our Counselling Lead to ensure the smooth running of our service.

The role is subject to receiving satisfactory references and may require a DBS check.

We envisage that we will need help for approximately 2 hours per week term time only, this is a new role, and we will not ask for any specific time commitment on a weekly basis, however there will be the need to communicate with the founder of the charity/trustees and the counsellors/counselling lead on a regular basis, as well as the contacts at the schools in which we work on a half termly basis. A volunteer may be engaged for all or part of this description.

This will be home based and some local travel may be required. (we aim to compensate volunteers with fair travel costs if they are pre-agreed). You will need access to a laptop/desktop computer and knowledge of word, excel and outlook in order to carry out your volunteering responsibilities.

Role description

To manage enquiries on behalf of the Counselling Service.

To track adequate professional supervision and attendance by counsellors, manage process with Counselling Lead.

To develop and expand existing service provision when funding allows.

To promote and publicise the counselling service among relevant agencies, referrers, service

users and potential service users.

To co-ordinate, gather and collate all measurement information on our counselling service and report outcomes to management and or charity trustees and to assist counsellor's co-ordinate their school cohort rotation list if required.

To Produce reports linked to effectiveness of counselling service

To help Produce leaflets, posters and promotional material as necessary.

To provide admin support for service as appropriate.

To liaise with charity founder and/or counselling lead regarding the delivery of the service.

To set up and maintain appropriate record keeping systems in line with data protection requirements.

To ensure service outcomes and outputs are effectively monitored and evaluated and prepare service statistics termly in conjunction with charity founder/Counselling Lead.

Please note these volunteer requirements are intended to outline the duties of the volunteer role and may change as the post and service develops, subject to the requirements and demands of our growing service.

Our ideal volunteer would have;

Be passionate about supporting children and young people's mental health

The ability to work alone from home

Excellent verbal and written communication

Be IT literate with a working knowledge of Microsoft Office packages.

Secretarial/admin experience and skills

Excellent organisational skills Knowledge of office systems and procedures.

Understanding of office procedures, legislation, data protection.

Ability to create and manage new systems
Attention to detail

Ability to demonstrate a methodical, organised and flexible approach to work.

Ability to multitask

Effective listening skills.

Excellent interpersonal and customer service skills, customer focussed with the ability to communicate effectively with a diverse range of people.

Ability to plan, organise and prioritise workload to meet deadlines.

Professional approach.

Ability to design and process a wide range of documents.

Ability to relate well with colleagues, Trustees and members of the public.

Maintain a high level of confidentiality and discretion at all times.

Ability to work under pressure.

An understanding of and commitment to The Matthew Hackney Foundation's equal opportunities policy, safeguarding policy and confidentiality policy, and to equality of opportunity and anti -discriminatory practice.

Please apply by telling us why you would like to volunteer for us and how you meet the criteria for this volunteering role, with your current CV to info@thematthewhackneyfoundation.co.uk

All personal information will only be kept for those who are invited for interview, all information stored meets GDPR regulations.

Why Work with us?

We are a friendly bunch and run on a volunteer basis currently. We are a small charity and are passionate about people. You will help us at the very beginning of what we believe to be a growing service, you will receive relevant training and support from our team. You will help us plan, develop and continue to excel at what we do. You will help to make a difference to the lives of children and young people locally.

Please get in touch for an informal chat or if you would like to know more.

T 07876 798137 – Penny Hackney – Founder

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www.thematthewhackneyfoundation.co.uk