



## Job Description

<b>Admin and Support Co-ordinator</b>
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<b>Post:</b>	Admin and Support Co-ordinator
<b>Location:</b>	CARA premises in Colchester. Some travel to other locations in Essex may be necessary.
<b>Responsible to:</b>	CARA Manager
<b>Start date:</b>	Immediate (subject to Enhanced DBS Check and satisfactory references)
<b>Salary:</b>	£19,554 - £19,954 (NJC Pay Scale points 7-8) pro-rata
<b>Contract:</b>	One year in first instance (with extension possible if funding allows)
<b>Hours:</b>	21 hours per week (with possible increase in hours if funding allows)
<b>Holiday:</b>	25 days per year, pro-rata

**To apply:** Please complete the application form, which can be downloaded from our website [www.caraessex.org.uk](http://www.caraessex.org.uk), explaining how your skills and experience relate to the *person specification*.

Applications MUST address specifically each essential and desirable criterion. In addressing the criteria applicants should refer to work completed in this area and detail principal elements, practices and underlying ideals. Statement of skills or knowledge needs to be evidenced by frontline practice can include previous employment, certificates etc.

**Application deadline: Tuesday 17<sup>th</sup> September, 5pm.**

**Interviews: Wednesday 25<sup>th</sup> September and Thursday 26<sup>th</sup> September**

**Start date:** Immediate, subject to receipt of satisfactory references and enhanced DBS check.

CARA provides support to children, young people and adults who have experienced sexual violence, recently or in the past.

**This post is restricted to women applicants under the Equality Act 2010, Schedule 9, Part 1.**



## Overview

The post of Admin and Support Co-ordinator involves supporting CARA's counselling team, which is currently made up of 10 staff counsellors, 18 sessional counsellors and 2 volunteer counsellors, who provide therapeutic support to CARA clients from premises across mid and north Essex, as well as undertaking more general administrative duties across CARA as a whole.

The main responsibilities of the post holder will be:

- To work with the counselling team to develop our systems for allocating available appointments to clients on CARA's waiting lists.
- To contact clients to offer counselling appointments and to discuss their needs and availability.
- To respond to enquiries from clients asking about where they are on the CARA waiting list.
- To monitor CARA's waiting lists to identify trends, levels of demand and problems.
- To keep CARA's Director, Manager and staff informed about changes in waiting lists.
- To ensure that all relevant sessional counsellor activities are recorded on the CARA database.
- To review current processes around sessional counsellors' paperwork and develop more efficient methods of logging data, providing support and training to other workers, if appropriate.
- To review clients' database records and ensure they are kept up-to-date.
- To undertake day to day administrative duties, as required.
- To attend regular team meetings and work with colleagues to further the objectives of CARA.
- To adhere in full to all CARA's organisational policies and procedures, including safeguarding procedures.
- To report to the Manager, Director and Trustees as required, including the production of regular written reports.
- To be administratively self-servicing.
- To undertake any other related activities as required by the Manager, Director or the Chair of the Board of Trustees.