



## Counselling Service Assistant Job Description (September 2024)

### WHO WE ARE

---

MindOut is run by and for LGBTQ people with experience of mental health issues.

Our Vision is a world where the mental health of LGBTQ communities is a priority, free from stigma, respected and recognised.

Our Mission is to improve the wellbeing of LGBTQ people who experience mental health issues, reduce mental health stigma, and promote positive mental health amongst LGBTQ communities.

See our [website](#) for more information.

### OUR STRATEGY

---

MindOut has gone through a period of change, streamlining services in order to better serve our LGBTQ communities.

MindOut is a valued brand, with a good reputation, corporate support and growing training service.

The reach and impact of our life-saving work continues to offer a range of preventive wellbeing and training services, while exploring the potential to develop income generating services, secure restricted income and establish a longer term strategy.

MindOut's current strategy:

1. Continue delivery of quality services
2. Secure long terms sustainable funding for the organisation
3. Capitalising on our unique offerings and positioning ourselves as market leader in LGBTQ mental health

### JOB DESCRIPTION Counselling Service Assistant

---

**Job Title:** Counselling Service Assistant

**Reports To:** Counselling Service Co-ordinator

**Salary:** £28,000 - £29,000 FTE subject to qualifications pro rata 14hrs £11,200 - £11,600

**Hours:** 14hrs remote work (Flexible hours)

#### PURPOSE OF THE ROLE:

To support the Counselling Service Co-ordinator and ensure the smooth running of the Counselling Services. Primarily this includes supporting the volunteer team; recruitment, administer and process client applications, offer assessments and prepare referrals for allocation, help manage a client waiting list and ensure the service operates with adherence to quality standards.

You will have the skills, experience and resilience to deliver on your responsibilities as follows:

## **Main responsibilities**

Your main role is to support the Counselling Services Co-ordinator and ensure the service runs efficiently and smoothly with attention to detail. In order to ensure smooth operations, Your role requires that you undertake the following duties:

- recruit, interview, support, induct and coordinate volunteer counsellors
- process client applications for online and for face-to-face counselling
- record and store client information with respect to confidentiality guidelines
- assess clients for allocation to trainee counsellors
- support allocation of clients to counsellors and manage the waiting list inc updates
- assist with planning and coordinating training for volunteer counsellors
- liaise with counselling training institutions including providing information on behalf of student counsellors
- attend and minute monthly counselling team meetings (currently first Tuesday monthly from 7pm)
- ensure the counselling service adheres to MindOut's internal policies and procedures
- maintain strict confidentiality with regard to information given by and information about clients
- publicise and promote the counselling service
- contribute to monthly monitoring reports; provide data, contribute to quality and impact assessments
- participate in other MindOut activities and events as required e.g. Brighton Pride

## **General Responsibilities**

To attend meetings with the Counselling Services Co-ordinator, wider staff team as required.

Demonstrable commitment to MindOut's Policies, values and ethos including Equality, Diversity and anti-discrimination practice.

Participate in relevant training and self-development

Undertake other duties subject to business changes and needs of the Counselling Service and wider organisation

This job description is subject to reviews periodically to take account of changing demands and development of the charity.

## **PERSON SPECIFICATION**

---

### **PERSON SPECIFICATION**

See below the experience, skills, knowledge and competencies required to carry out the tasks described within the job description. Please ensure that you **use examples to demonstrate how you meet the criteria** on your application.

	<b>Education and Training</b>
1	Counselling qualification to diploma level (pending qualifications may be considered at our discretion)

	<b>Experience</b>
2	Experience and understanding of mental health issues. Personal experience will be viewed positively
3	Personal understanding and experience of lesbian, gay, bisexual, trans and queer identities
4	Experience of working within voluntary sector counselling services (desirable)
5	Experience of recruiting, managing and training volunteers
6	Experience of the assessment of clients for counselling and the issues to cover with a client in the first assessment session
7	Experience of considering ethical dilemmas and supporting other counsellors in their clinical practice or with ethical dilemmas
8	Experience of and commitment to working within the BACP's Framework for Good Practice
9	Experience of an affirmative approach to LGBTQ mental health issues
	<b>Skills and Abilities</b>
10	Ability to prioritise and organise own work and use own initiative
11	Ability to engage with vulnerable adults and people in distress with clarity and positive professional boundaries
12	Excellent Written and oral communication, concise, accurate, attention to detail
13	Personal qualities including empathy, integrity, self-reflection and emotional intelligence
14	Strong communication and interpersonal skills and the ability to develop and maintain relationships with a wide range of colleagues and organisations
15	Excellent administrative skills, including IT, MS360 and managing complex client data
	<b>Knowledge</b>
16	Understanding of the need for and methods for monitoring and evaluating the effectiveness of project delivery
17	Understanding of and demonstrable commitment to equality and intersectionality in relation to LGBTQ communities
	<b>Personal Qualities and Attitudes</b>
18	Patience, kindness and respect for the charity's culture of collaboration and support
19	Resilient and adaptable to the needs of a small organisation

**To Apply:**

Please forward your CV with a maximum one page cover letter outlining how you meet the requirements for this role.

Please forward by email to [recruitment@mindout.org.uk](mailto:recruitment@mindout.org.uk)

Interviews will be on a rolling basis.