

JOB DESCRIPTION

Job Title:	Administrative Assistant (Ascent Counselling Service)
Responsible To:	Counselling Manager
Responsible For:	Providing administration support to the service
Conditions of Service:	<p>20 hours pw (Mondays, Wednesdays and Friday afternoons)</p> <p>25 days annual leave rising to 30 days per annum(pro-rata)</p> <p>Public Holidays</p> <p>6 month probationary period</p> <p>3% matched contribution to SWA stakeholder pension scheme</p>
Salary:	£20,000 FTE (£10,666 actual)
Contract:	London Councils
Location:	Islington

Main Purpose of Job

Administrative Assistant (Ascent Service) Responsibilities

- To process referrals, book appointments and support allocation for the group and 1 to1 provision of the counselling service
- To be informed about and apply Counselling service policies and case management procedures
- To input all data into the centralised SWA databases
- To collect all necessary client information for monitoring and reporting purposes
- Ensure a clear referral pathway is available to all Service Users and third parties approaching the service
- To act as an entry point into the service
- Liaising with wrap around support services for clients where necessary whilst maintaining boundaries and working within the counselling service referral criteria
- All associated administration within the service arena including writing letters, liaising with clients and support services on the telephone and by email



- Provision of relevant and accurate information to clients and third parties
- To collect all necessary information accurately and keep records up to date in centralised SWA database and/or spreadsheets
- Maintain a collaborative close working relationship with the counselling manager in order to ensure the smooth running of the service
- Manage weekly workload in order to cover one to one and group administrative requirements

General Responsibilities

The post holder is also expected to:

- Attend full staff, team meetings and supervisions
- Work flexibly as agreed within the team to meet the demands of the service – this may involve some evening and weekend work
- Maintain confidentiality in all matters relating to SWA
- Avail of training opportunities as agreed with your line manager at induction, appraisal or supervision
- Positively promote SWA, Women's Aid
- Undertake other related duties that the Service Manager deems appropriate and /or necessary

Corporate Responsibilities

- Ensure that all Solace's policies and procedures in your work area are up to date
- Ensure effective implementation of Solace's Equality and Diversity policies and ensure awareness and integration of an equalities and human rights agenda in all your work
- Ensure that the service user is at the heart of all service delivery and development
- Attend all meetings and training relevant to your role
- Attend regular team meetings, ensuring that you contribute to effective working practice and communication
- Act as an ambassador for Solace

Carry out other duties appropriate to the post as requested by your line manager.

Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.



PERSON SPECIFICATION

*Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for **each** of the Person Specification criteria.*

Experience
General experience of working in a very busy service environment
Previous experience of working in administration, dealing with third party organisations and Service Users by phone, email or text
Experience in the use of outlook, Microsoft and centralised data bases
Knowledge + Understanding
An understanding of domestic and sexual violence and its effect on women and children
A good understanding of confidentiality and professional boundaries
Ability to demonstrate an understanding of and commitment to Equal Opportunities and Diversity
Willingness to participate in further training and developmental opportunities offered by SWA
Skills + Abilities
An excellent telephone manner and the ability to speak to people from a variety of backgrounds in a professional and supportive manner
Skilled in time management and a good understanding of prioritising
Ability to work in an organised and methodical manner
Ability to convey information clearly and accurately
Ability to maintain efficient record keeping systems
Ability to produce accurate and up-to-date records and reports as required
Ability to convey straightforward information, orally and in writing, to colleagues, service users etc.
Ability to take personal responsibility for organising day to day tasks and meet deadlines
Ability to demonstrate basic keyboard skills for accurate computer input and retrieval
Ability to work effectively and efficiently as part of a team
Ability to work in a discreet and sensitive manner respecting confidentiality
Values + Ethos
A thorough understanding of anti- discriminatory work and practice
A commitment to the values and ethos of Solace Women's Aid
A commitment to fostering innovation in working practice
A flexible approach to your work
A commitment to respecting and valuing service users' perspectives and involvement in Solace
A thorough understanding of anti- discriminatory work and practice
A commitment to the values and ethos of Solace Women's Aid
A commitment to fostering innovation in working practice