

Gaddum ...Therapy

Volunteer Role Description

Volunteer Role Title: Therapy Administrator Volunteer

Context:

As a Therapy Administrator Volunteer, you'll be a vital part of our Therapy Services Team working alongside other dedicated professionals to help make a real difference to people across Greater Manchester. The role will primarily be providing administrative support to the Adult Counselling Service which has been on pause throughout the whole of the pandemic. Our counselling service offers affordable therapy for people experiencing common mental health conditions such as low mood or anxiety. This service can be accessed by anyone living in Greater Manchester and self-referrals are also accepted. The service does not receive any funding and therefore will almost exclusively be staffed by trainee and volunteer counsellors, who are all registered with professional bodies.

Purpose: Your role will be to support the Adult Therapy Service Manager to undertake the necessary administrative tasks required to launch the Adult Counselling Service and ensure it runs smoothly.

You will provide support to ensure that new referrals are given the earliest appointment; clinical diaries are managed, DNA's/Cancellations and discharges are captured and all administration tasks are completed with a high level of accuracy.

You will demonstrate an appropriate professionalism and empathy towards clients over the phone and via email and letter communication. A keen eye for detail, good organisational skills and the ability to multi-task is key to the success of this role.

Commitment: Part-time with flexible volunteering options.

Location: Initially based from our office base in the Northern Quarter, Manchester, with scope to volunteer remotely.

Volunteer activities:

- Process referrals to the Adult Counselling Service with a high level of accuracy and attention to detail, including data entry.
- Researching and/or booking rooms for counselling.
- Monitoring payments for counselling sessions.
- Respond to client enquiries over the phone and via email (such as expected wait times and signposting information)
- Liaise with counsellors / GP surgeries/ health care professionals and deal with Primary and Secondary Care Services for onward referrals
- Print, post or email various clinic letters/discharge summaries to patients, GP's and Healthcare professionals

- Send onward referrals to various services and deal with any follow ups that are required
- Process all therapy enquiries within the Client Record Systems.
- Ensure any necessary diary changes for counsellors are completed and that any changes to appointments are communicated with clients and counsellors at the earliest opportunity.
- Support with providing a quality service by completing Patient Experience Questionnaires with clients ending counselling.

Skills, Experience, Qualities needed:

- Good organisational skills and attention to detail
- Proficiency in Microsoft Office, particularly Word and Excel and a willingness to learn.
- Extremely reliable, able to work well within a team and use own initiative.
- Ability to handle sensitive data, maintain and respect confidentiality.
- Strong verbal and written communication skills.
- A commitment to Gaddum's values of Supportive, Empowering, Diverse, Innovative and Professional.
- Willingness and ability to work within Gaddum's policies and procedures.
- Willingness to complete induction training including in Safeguarding, Information Governance and Equality and Diversity.
- The following skills/experience are desirable but not essential: Additional languages, previous clerical/secretarial experience, experience of mental health difficulties either as service user, carer, worker or volunteer and knowledge of statutory services and the structure of community care, health and voluntary sector.

Training, Support, Appreciation:

- Full induction and ongoing training for the role.
- Regular support and supervision.
- Reimbursement of any out-of-pocket expenses.
- References available upon request.

Supported by Staff Member: Adult Therapy Services Manager

Please note: Gaddum asks for the following as part of the onboarding process:

- 2 references
- Enhanced DBS check

Equal Opportunities

Gaddum is committed to equal opportunities and anti-discrimination practices and we positively encourage applications from all sections of the community.

Interested?

Please email info@gaddum.org.uk or call 0161 834 6069 with your full name, telephone number & the volunteer role you are interested in to discuss the volunteering opportunity and request an application form.