



**YORK**  
**WOMEN'S**  
COUNSELLING SERVICE

**Administrative Support Officer  
(temporary)  
INFORMATION PACK**

## Welcome

Thank you for showing an interest in the role of Administrative Support Officer at York Women's Counselling Service (YWCS).

YWCS provides one to one counselling to women who are experiencing emotional and mental health difficulties as a result of current or past emotional stress or trauma. Our aim is to be there to support women who need our help, when they need it, for as long as they need it, regardless of their financial circumstances.

Having enthusiastic and motivated individuals who want to deliver for the organisation is critical to this. To this end, we are currently looking for a committed team member to help strengthen the day to day running of the organisation.

This information pack should give you some information about our organisation along with an overview of the role and how to apply.

## What we're looking for

This is an exciting time to be joining YWCS as we continue to develop our service to support more women who need our help than ever before.

This post is providing temporary cover for our current Administrative Support Officer who is unwell.

The post holder is the first line of contact for York Women's Counselling Service. They will provide day to day administrative, database and marketing support for the Charity, becoming an expert in our Customer Relationship Management Database, HubSpot. In particular they will ensure that office resources are in place for the counselling team and YWCS staff, that enquiries are directed appropriately in a timely way and that the recording of counsellor activity is up to date and accurate. In addition they will support the Continuing Professional Development (CPD) work of YWCS with all aspects of event administration and marketing. They will develop the social media profile of YWCS.

## About you

To be successful in this role you will be adaptable, flexible, well-organised, enjoy working within a team and be willing to roll your sleeves up. You will have experience in administration, database and social media. Knowledge of marketing, counselling/therapeutic practice and of the voluntary sector is desirable.

In return, we will fully support you in your ongoing development to build your skills, experience and career.

This is a great opportunity for someone wishing to gain experience across a range of areas in a busy and developing charity.

## About York Women's Counselling Service

York Women's Counselling Service developed from the counselling provided in a women's aid centre in the early 1980's. It was established as an independent registered charity in 2000. As the demand for counselling grew, so did the number of counsellors. It moved to its current premises at the Centre for Voluntary Services (CVS) Priory Street in 2006 where it remains, expanding to fill 4 counselling rooms and an office/counsellors' rest area.

For twenty three years, York Women’s Counselling Service has provided support through its network of qualified volunteer counsellors to women whose needs cannot be met by public health and social services, because of a lack of availability, and who cannot afford private counselling. We have established a reputation as a highly respected and professional voluntary agency in York. The experience of our qualified volunteer counsellors and their commitment and dedication to the women they serve, freely given, results in a counselling service in York which is second to none.

Over the past three years, thanks to the commitment and dedication of its staff team and led by our Trustees, YWCS has been through a period of organisational development. The covid pandemic gave us time to further professionalise our service, to take our operations digital and to underpin them with a full suite of policies and procedures.

YWCS is now in a solid financial position, having broadened its funding streams over the past three years and having achieved our first multi-year grant last year. In addition to our staff team we are fortunate to have a strong and well-managed team of over twenty volunteer counsellors and a growing community of supporters.

We need now to sustain that success, and deliver our next strategic plan from April 2023 to 2026.

### Our Structure



## Our Mission, Vision, Values & Approach

**Our mission** is to provide high-quality counselling for women in the York area who are experiencing difficulties as a result of current or past emotional stress and trauma, regardless of their ability to pay and for as long as they need it.

**Our vision** is a city where women who need help have access to quality affordable face-to-face counselling and psychotherapy within weeks, not years, and are never turned away.

### Our values

In delivering this service and running our organisation, we want all our work to be informed by our core values and by always holding in mind the wellbeing of all of those engaging with YWCS or receiving a service from us.

**Fairness:** Integrity, inclusion and equality are the foundations on which our community is built and continues to grow from.

**Community:** YWCS is a community of women who share a commitment to offering a high-quality counselling service to women within the York community. Community is at the heart of what we do.

**Relevance:** We aim to make everything we do purposeful, meaningful and tailored to the individual needs of our clients, volunteers and staff and our organisation.

**Creativity:** We value the use of imagination, inspiration and inventiveness within our YWCS community to create positive change for women.

**Relationships:** Building transformative relationships with the women who are using our counselling service is at the very core of everything we do.

**Safety:** We are committed to doing all we can to safeguard our clients, colleagues and organisation, promote their health, wellbeing and human rights and protect them from harm, abuse and neglect.

## Equal Opportunities Statement

York Womens' Counselling Service is an organisation run by women for women. The nature of the counselling services we provide means that we comply with the single sex exemptions within the Equality Act 2010. As such, sex is **not** included as a Protected Characteristic for the purpose of this policy.

York Women's Counselling Service is an inclusive and supportive organisation. We welcome all women, including those who identify as cisgender or transgender women, and are committed to ensuring everybody who comes into contact with our organisation is treated fairly and equally, whatever their background or individual circumstances, regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, or sexual orientation (*Protected Characteristics subject to the exemption of sex as above*).

### **Our approach:**

Our programmes are designed simply to provide the best and affordable counselling in a confidential and safe setting for women who are experiencing difficulties as a result of current or past emotional stress and trauma

- **A unique mix of short and longer term support**
- **Run by women for women**
- **Free to many women**
- **A choice of different models of therapy**
- **Quicker access to face-to-face counselling.**
- **A core counselling offer enhanced by specialisms**
- **Development of professional counsellors**

You can read more about our approach online at <https://yorkwomenscounselling.org/our-approach>



## **ROLE DESCRIPTION FOR ADMINISTRATIVE SUPPORT OFFICER (temporary)**

**ROLE TITLE:** Administrative Support Officer

**SALARY:** £20,693 FTE pro rata for 24 hours per week (based on 37.5 hour contract) - equivalent to £10.61/hr

This temporary role will have a duration of at least 12 weeks and thereafter may be extended monthly as required.

**REPORTING TO:** Director

**HOURS REQUIRED TO WORK:** Office hours (9am – 5pm). Hours should be worked over 4 days per week.

**LOCATION:** York Women's Counselling Service, The Priory Street Centre, York YO1 6ET.

### **OBJECTIVE OF THE ROLE:**

The post holder will be the first line of contact for York Women's Counselling Service (YWCS). They will provide day to day administrative, database and marketing support for the Charity, becoming an expert in our Customer Relationship Management Database, HubSpot. In particular they will ensure that office resources are in place for the counselling team and YWCS staff, that enquiries are directed appropriately in a timely way and that the recording of counsellor activity is up to date and accurate. In addition they will support the CPD work of YWCS with all aspects of event administration and marketing. They will support the social media profile of YWCS.

### **KEY INTERNAL & EXTERNAL RELATIONSHIPS:**

Director, Counselling Manager (CM) and Counsellors; Operations Volunteers and Trustees, including those within the Staff Support and Leadership teams; YWCS Clients, CPD course delegates and speakers and CVS staff members.

### **QUALIFICATIONS & EXPERIENCE**

Education to A level or equivalent is essential as is proven experience in administration, database and social media. Knowledge of marketing, counselling/therapeutic practice and of the voluntary sector is desirable.

## **ROLE DUTIES AND RESPONSIBILITIES:**

### **Office Administration**

- Have responsibility for the YWCS Enquiries Inbox, answering and redirecting communications in a timely manner at least twice weekly
- Maintain stationery supplies and paper copies of forms required by counsellors and staff including upkeep of resources for counselling rooms.
- Google Calendar room management. Keep oversight of the process, troubleshoot where necessary and track room usage.
- Keep our external profile information up to date Assist with maintenance of the YWCS shared Google drive.

### **Premises and IT resources**

- Ensure the office, counselling rooms, furnishings and equipment meet the needs of the staff and the counselling team.
- Ensure the efficient operation of all office equipment and IT resources, maintaining a register and service schedule in collaboration with the staff team.
- Handle the administration of YWCS counselling rooms, office and group room and all subletting and, with the Counselling Manager
- Maintain presentation of office space, noticeboards, cupboards
- Manage office library

### **Counsellor Support**

- Handle counsellor supervision expenses. Checking evidence and communicating with accountant and updating monthly expenses tracker
- Monitor counsellor activity and regularly reporting to CM e.g. cases held, cases closing, cases coming up to 17 weeks.
- Undertake regular checks of counsellor HubSpot updates - and inputting information updates to HubSpot, including training courses attended, induction training, DBS renewals and other.
- Monitoring of client/counsellor evaluation forms on an ongoing basis.

### **Database support**

- Check counsellor inputs on HubSpot and handling corrections in advance of monthly finance reconciliation and generation of counselling figures
- Carry out regular data cleansing work to maintain good database health and be responsible for general hubspot updates and reviews.

- Carry out the erasure and anonymisation of data in line with YWCS policy
- Produce service user reports from HubSpot to support funding bids or to inform decisions

### **Client support**

- Manage assessment timetable, booking in assessments, contacting counsellors and clients, checking completed, rebooking if necessary
- Keep in touch with clients on waiting list and updating their HubSpot record as appropriate
- Maintain/update signposting information regarding other services which may be of use to clients for whom our service is not the right solution

### **Training support**

- Support the CPD working group with the administration of external training events with marketing emails, social media, room booking, answering enquiries, maintaining delegate lists, hubspot records etc
- Administer all aspects of YWCS internal training events, including communications with delegates, management of booking and online meeting platforms and, ensuring technical support available and efficient administrative back-up, in collaboration with the Counselling Manager and CEO
- Generate attendance certificates and feedback forms for all training events

### **Other support**

- Support the fundraising working group with marketing events (posters, flyers, social media)
- Maintain the YWCS website, working with the CEO and Counselling Manager to ensure accurate and engaging content and regular news updates.
- Take the lead with maintenance, monitoring and development of YWCS's social media presence, including posting regular content linked to calendar of national and local activities, and YWCS website.
- Any other ad hoc duties as requested by the CM, CEO or Trustees



## Administrative Support Officer – Person Specification

Criteria	Standard	E/D	Measured by
<b>Qualifications</b>	Qualified to A level or equivalent	E	CV with proof to be provided on request
<b>Experience</b>			
	A minimum of one years' experience in a general office environment	E	CV/interview
	Experience in working with CRM databases, updating, checking and producing reports	E	CV/interview/test
	Experience in communicating on Social Media	E	CV/interview
	Experience of marketing and events promotion	D	CV/interview
	Experience of working with volunteers.	D	CV/interview
<b>Skills, knowledge and abilities</b>			
	Ability to work flexibly in a small team, building strong day-to-day relationships with colleagues.	E	CV/interview
	Knowledge of counselling/therapeutic practice and of the voluntary sector is desirable	D	CV/interview
	Good organisation and administration skills.	E	CV/interview
	Computer literate: confident and proficient with Word, Excel, internet and data entry.	E	CV/interview
	Good written and spoken (face to face and phone) communication skills.	E	CV/interview
	Able to manage a varied workload, balancing scheduled tasks with requests for assistance from the team, which may have short deadlines.	E	CV/interview
	Ability to work systematically to agreed guidelines with minimal supervision.	E	CV/interview
<b>Competencies and Behaviours</b>			
	Commitment to equal opportunities policies and practices, and the promotion of equalities.	E	CV/interview
	Commitment to delivering the highest quality service to our clients	E	CV/interview
	Self-motivated, punctual, reliable, able to maintain confidentiality.	E	CV/interview

### How to apply

If this sounds like the opportunity for you, please apply with your CV and a covering letter stating why you'd like the role and how your experience aligns with the person specification.

Please send your CV and covering letter outlining your suitability for the role to [enquiries@yorkwomenscounselling.org](mailto:enquiries@yorkwomenscounselling.org)

**CLOSING DATE for applications: 5pm, 6 June 2023**

If called for an interview you will be required to provide the names of two referees and proof of your right to work in the UK.

**Interview date:** 13 June 2023 at YWCS offices, Priory Street Centre, 15 Priory Street, York YO1 6ET

We value diversity, promote equality and encourage applications from women of all backgrounds.