

ADMINISTRATOR AND RECEPTIONIST

Application Information

Thank you for the interest you have shown in our Administrator and Receptionist vacancy. This pack covers all the information you should need about Wellspring and the role:

- Introduction to Wellspring
- Job description
- Person specification
- Terms and conditions of employment

However, please do not hesitate to contact us if you have any questions.

To ensure that you complete the form as effectively as possible, you may wish to take note of the following information:

1. To apply for the post you must complete the application form provided. CVs should not be included as the information within them will not be used as part of the shortlisting process.
2. Applicants should fill out the application form as fully as possible paying particular attention to the section requesting additional information. This section will be used to shortlist candidates against the person specification. Candidates should explain how they meet each of the criteria listed in the person specification.
3. The deadline for receipt of completed application forms is **midnight on Monday 11th April 2022**. Please note that applications received after the closing deadline will not be considered.
4. Completed application forms should be saved in word format only and emailed to jobs@wellspringtherapy.co.uk - Alternatively you may post your application to:

HR Manager
Wellspring Therapy and Training
78 High Street
Starbeck
Harrogate
HG2 7LW

Applicants are advised that short-listing will be completed soon after the closing date and those candidates chosen for interview will be contacted as soon as possible. Unfortunately, due to limited resources it is not possible for us to contact candidates who are not selected for interview nor is it possible for us to provide feedback on applications that are not shortlisted for interview. Therefore, please be aware that, if you have not heard from us within two weeks after the closing deadline, you should assume that your application has been unsuccessful on this occasion.

Introduction to Wellspring

Founded in 2003, Wellspring is a counselling and training centre seeking to restore hope, develop resilience and facilitate positive change in the lives of children and adults suffering from emotional distress.

Our objectives are to:

- Provide affordable, professional, psychological support to adults and young people in emotional distress
- Promote good mental health through education and training
- Be recognised as a centre of excellence within our field

We do this through:

- Providing one-to-one counselling for children (4-18 years) and adults from our centre,
- Providing counselling to young people in local high schools,
- Facilitating supervision for clinical and pastoral professionals,
- Coordinating support groups and education on several topics within mental health,
- Providing affordable training to individuals, businesses, churches, and schools on how to prevent poor mental health.

Our heart is to see an end to darkness and distress in people's lives. Our Christian Faith motivates us in the belief that all can experience freedom and hope from their experiences. Whilst we are a Christian organisation our services are open to all. We welcome volunteers and staff from a variety of backgrounds who are sympathetic to our Christian values.

In 2018, we moved into our current premises, which is enabling us to steadily grow. These premises provide 9 counselling rooms (two designed for play therapy), a training room and comfortable space for staff and volunteers. In 2021, we supported over 700 individuals. We are currently offering approximately 140 counselling sessions per week from our centre, both online and face to face.

We are passionate about removing all barriers to individuals accessing support, which is why we are an affordable service. This means we ask clients to contribute to their sessions an amount they feel able to, from as little as £5 per session. Therefore, some of our income is sustainable coming from client fees, training events and contracts. We then generate the rest of our funding through community fundraising, campaigns, events, churches, group and individual donations, corporate sponsorship, applications to grants and foundations and renting out rooms in our building.

Our Team:

The current staff team is made up of 19 part-time members (Executive Director, Therapeutic Lead, Operations Manager, Head of Fundraising, Finance Officer, HR Manager, Training & Education Coordinator, Counselling Team Manager, Administrator, Receptionist, Communications Officer, 2 Adult Counsellors, 3 Schools Counsellors, 2 Young People's Counsellors and 2 Young People's Group Workers). All staff work between 6-28 hours per week.

Our volunteer team is made up of over 50 volunteers working in a variety of roles including counsellors, welcomers, gardeners, trustees, fundraisers, event support.

Job Description

Salary & Hours:	15 to 20 hours per week £22,911 p.a. FTE, pro rata this equates to £9164.40 to £12219.20 depending on the number of hours agreed.
Responsible to:	HR Manager
Location:	Wellspring's offices, Starbeck, Harrogate North Yorkshire

Purpose of the role

Provide effective administrative support and reception cover for the staff team and volunteers at Wellspring.

Key Tasks

Administration:

- Input data from counselling self-referral forms on to database.
- Arrange counselling appointments with clients over the phone and through email.
- Assist in the day-to-day administration of the counselling service.
- Assist in the production of statistics and reports in collaboration with Management staff.
- Record and respond to cancellations from clients and volunteers, contacting and informing others that it effects.
- Work efficiently to support the smooth running of the service with an understanding of confidentiality, the therapeutic environment that Wellspring seeks to offer and safeguarding issues.

Reception duties:

- Respond to telephone enquiries.
- Welcome clients into the waiting room.
- Ensure the building is kept tidy particularly the shared areas and kitchen.
- Respond to alarms and deal with building security issues as appropriate.
- Open and close the building, as necessary.

Relationships:

- Meet regularly with line manager to share information, agree goals/ deadlines.
- With all staff, work in a way that seeks to support and promote the values and work of the Charity.
- Help create a supportive, open, and inclusive team environment in which individuals feel respected and valued for their contribution.
- Comply with all relevant Health and Safety guidance.
- Undertake any such appropriate duties as directed by the Charity.

Person Specification

Experience

Criteria	Essential/Desirable
Proven experience and competency in a similar role.	Desirable
Experience of working in a counselling/ therapeutic environment.	Desirable

Knowledge and Understanding

Criteria	Essential/Desirable
Knowledge of safeguarding procedures.	Desirable
Knowledge of counselling/mental health approaches to promoting wellbeing.	Desirable

Skills and Qualifications

Criteria	Essential/Desirable
Good general education to GCSE or equivalent including maths and English	Essential
Good organisation and administration skills.	Essential
Computer literate: able to effectively use Word, Outlook, internet, and complete data entry tasks.	Essential

Personal Qualities

Criteria	Essential/Desirable
The post holder must be sympathetic to the Christian ethos and vision of Wellspring.	Essential
A friendly and approachable manner. Ability to communicate with people via telephone, face to face and through emails with confidence and warmth.	Essential
Ability to work with minimal supervision and lone work.	Essential
Self-motivated, punctual, reliable, and able to maintain confidentiality.	Essential
Able to manage a varied workload, balancing scheduled tasks with requests for assistance.	Essential
Ability to work flexibly in a small team.	Essential

Terms and Conditions

Place of work:	Wellspring House, 78 High Street, Harrogate, HG2 7LW.
Salary:	£22,911 p.a. FTE, pro rata this equates to £9164.40 to £12219.20 depending on the number of hours agreed. Salaries are paid in equal monthly instalments in arrears on or before the last working day of each month.
Hours:	15-20 hours per week to include Wednesday late afternoon and evening and Friday daytime. The nature of your work may necessitate you working outside of the agreed work pattern from time to time including occasional evenings and weekends to meet the needs of the service. Paid overtime is not available, but time off in lieu will be given.
Contract:	This role is initially being offered on a 12- month contract however subject to funding the intention is for this role to become permanent.
DBS:	This role is subject to DBS clearance at enhanced level.
Holiday entitlement:	25 days holiday plus bank holidays (pro rata) rising 1 day per year after 3 years of service to a maximum of 30 days.
Pension:	You may be eligible to be auto enrolled into the Charity's pension scheme – further details are available from the Finance Officer.
Notice period:	Generally, 4 weeks following successful completion of a 3-month probationary period.
Equality and diversity:	Wellspring is committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance, and the elimination of all forms of discrimination in the workplace for all staff, job applicants and clients. We aim to create a working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

