

Services Coordinator Job Description

Part time:	20 hours per week
Working Hours:	4 hours per day, Monday to Friday
Location:	Based in BCPC offices
Salary:	£18,000 pro rata
Manager:	BCPC General Manager
Summary:	Manage telephone/email enquiries and make referrals to members, manage all associated admin of those referrals, provide limited support to the ASR project, support other BCPC membership work and to support the BCPC General Manager.

OVERALL PURPOSE

To provide an in-house main point of contact, especially by telephone, for public and membership enquiries to the Referral Service and the ASR project, and to deal with relevant administration and liaison necessary to manage that function. To additionally provide BCPC membership administrative support and also administrative support to the BCPC General Manager.

DUTIES AND RESPONSIBILITIES

Referral Service

To receive calls/emails from people who wish to make use of the Referral Service (and people contacting it on behalf of those seeking a referral, including GPs). To be available for 2.5 hours per day, Monday to Friday, for such telephone contact from the public. To deal with enquiries in a professional and understanding manner, gathering necessary information to make a referral to a counsellor or psychotherapist.

To make referrals to relevant practitioners on the RS list (and to keep that list up to date, especially adding new members and deleting those who have left the membership, in a timely manner). To follow up such referrals, keeping accurate records of what subsequent therapy sessions occurred and to invoice the practitioners in a timely and accurate way. To collect outstanding referral fees from practitioners in a timely way (and liaising with the BCPC bookkeeper and Business Manager about monthly activity levels, monthly billing, monthly receipts and outstanding debts due to the service).

To develop any internal systems necessary to run the Referral Service, to document these systems, and to communicate them to line management.

To collect data on the profile and quantity of enquiries, referrals and subsequent sessions; to use the data to compile useful summary reports on the Referral Services activity and effectiveness (and its financial performance).

To be available to answer questions and enquiries about the Referral Service from the BCPC membership, staff and trustees.

To stay in communication with BCPC practitioners registered with the service, keeping them informed of the service, its activity levels and relevant developments and to maintain good links generally. Also, to communicate with those members not registered with the service, to encourage them to join.

To organise and attend quarterly meetings of the Referrals Service Committee, and take the minutes of that meeting. If requested and given proper notice, to attend and minute other meetings.

Visit all student groups at least once a year to give a brief talk about the service.

To attend the BCPC Open Day and the BCPC Annual General Meeting (AGM) day/evening. To give a brief talk about the service at the AGM and be available for feedback and questions.

To liaise with the Chair of the Referral Service Committee and the Business Manager.

Propose ideas to develop and improve the service, and coordinate any such development work with the approval and support of the General Manager.

Publicise and promote the Referral Service, in conjunction with the Business Manager.

Comply with all BCPC's policies and procedures

Any other tasks that may reasonably be requested

Asylum Seekers Project

To maintain the ASR project Waiting List. To manage the making of referrals from that list as slots become available in the service.

To liaise with the leaders of the ASR project and develop the input of the Referral Service to that work.

Manage the submission of claims for payment from therapists/interpreters and authorise those claims before passing to the bookkeeper (ensuring such sessions did indeed take place). Develop simple systems to ensure this is possible.

To act as a link between the ASR project and BCPC management: keep yourself informed about the work, people and processes of the service. Attend the ASR committee meetings and write a short report to brief BCPC management.

Membership Secretary Duties

This part of the role is designed to look after the administrative needs of the membership. Primary duties include:-

- Acting as the main contact for members requiring assistance/information.
- Being responsible for the accurate upkeep of membership details on the database (including students in their member capacity). Assisting the General Manager in improving the database. Adding and removing members each year and developing processes to simplify accurate and timely updating. Generating, receiving and inputting the annual database checking forms for all members on the database
- Acting as the key membership link between BCPC and BCPCA, maintaining good lines of communication with the Chair of BCPC and the Chair of BCPCA and responding to their requests/needs.
- Taking care of emails and any other notices to be sent to the membership
- Administering the annual subscription renewal process (in conjunction with the bookkeeper who issues invoices for subscriptions). Being in charge of enforcing membership categories and deciding which categories apply.
- Conducting the year-end mailing to the membership (but not the student mailing) plus any other member mail-outs
- Coordinating the AGM, in conjunction with the General Manager
- Coordinating selected sub-committee meetings/administration and minute taking for them. Attending the BCPCA committee meetings.

Office Cover and Continuity Support

The incumbent will receive training in the key, business critical duties of the General Manager, so as to have knowledge of essential functions in the case of unexpected staff absences. This will be of a minimum standard to be able to run the office short term, even during the student enrolment period (March to September), and having a working knowledge of the Office's Operational Manual, being able to train new replacement staff in its essential systems, processes and document use.

The role will entail some Library duties including maintaining an orderly lending system and periodic audits.

The role will also entail provision of some peak period cover to the General Manager in his day-to-day duties (but not such that this compromises the performance of the above key functions) – such assistance will be managed by the General Manager so as to accommodate other aspects of the role.