



## **Referral Service Coordinator Job Description**

Part time – 8 hours per week\* (25 days pro rata annual leave)

Salary: £25,533 pro-rata = £5836 p.a.

\*The job is best done over two to three days per week

### **Overall purpose**

To coordinate the BCPC Referral Service which matches clients to BCPC trainee and qualified counsellors and psychotherapists who have immediate availability in the relevant geographical area, and at a charge per session that a client can afford.

### **Duties and responsibilities**

1. To receive and process enquiries from people who wish to make use of the Referral Service via our online Registration Form and dedicated phone line.
2. To liaise with new and existing members of the Referral Service network about the operation of the service, new referrals, client allocations and service invoices.
3. To administer and continuously improve relevant processes, including:
  - Initial liaison
  - Publicising new referrals
  - Confirmation of client preferences
  - Confirmation of referral outcomes
  - Generation of invoices
  - Monitoring of statistics
  - Quality control
4. To publicise and promote the service; including liaison with other voluntary and statutory organisations working in related areas.
5. To monitor and evaluate service provision and delivery, using the information gained to inform practice and future development of the service.
6. To attend quarterly meetings of the Referral Service and Low Cost Counselling Service Committee.

7. To keep a timesheet and liaise with the Finance Manager regarding all financial transactions.

8. To comply with all BCPC's policies and procedures

## **PERSON SPECIFICATION**

### **Essential**

- Demonstrable experience in admin systems and processes
- A professional phone manner
- Experience with Email packages
- Experience with Microsoft Word and Excel
- Able to work on own with minimal supervision
- Ability to adhere to the need for confidentiality in both verbal and written communications
- Able to multitask, prioritise tasks and work under pressure
- Ability to be a good communicator and to liaise effectively with BCPC staff

**Please note that the Referral Service Coordinator cannot themselves be listed on the BCPC Referral Service**