



## As You Are Centre Counselling Service Coordinator

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As You Are Centre became a registered charity in 2012 and has been providing affordable counselling for 15 years. As You Are is currently seeking a dedicated, conscientious and committed Counselling Service Coordinator.

**Job Title:** Service Coordinator

**Responsible To:** Service Manager

**Salary:** £25,156 per annum (pro-rata based on 37.5 hour week)

**Contracted Hours:** 1 Year fixed-term position with option to renew

**16 hours per week** – flexible working available with an expectation to be on site Tuesday and Thursday evenings, 5.30-9pm and every other Saturday morning (this can be negotiated as long as we have enough support staff). Therefore, some evening and weekend working will be necessary.

**Location:** On site: Cornerhouse, 45 Southwick St, BN42 4TH and remote-working

**Annual Leave:** 21 days annual leave (pro-rata) plus bank holidays

Access to free in-house training and professional development

**CLOSING DATE:** 11<sup>th</sup> June 2026

**INTERVIEW DATE:** tbc

**For more information or an informal chat about the role, please contact:**

[info@asyouarecentre.co.uk](mailto:info@asyouarecentre.co.uk)

### **Role Overview**

The Counselling Service Coordinator is a vital part of the smooth day-to-day running of the As You Are counselling service. The role includes managing client enquiries, coordinating assessments, maintaining the waiting list, supporting the allocation of clients to appropriate counsellors, and ensuring administrative systems and the physical environment are organised, safe, and effective.

The role requires strong organisational skills, attention to detail, and an understanding of confidentiality and appropriate professional boundaries within a counselling setting.

### **Main Duties and Responsibilities**

- Ensure new counselling enquiries are responded to sensitively and in a timely manner
- Manage the administrative processes relating to initial assessments for incoming clients (online or face-to-face) and the completion of accurate, factual assessment documentation.
- Manage the client waiting list inclusive of checking in with waiting clients, updating any changes i.e. client availability and responding to queries

- Allocate waiting clients to appropriately identified counsellors using up-to-date counsellor information and clinical suitability and client availability and preferences
- Maintain accurate records across spreadsheets, the AYA database, and the shared Google Drive ensuring adherence to the UK GDPR and always maintaining client confidentiality
- Contribute to the recruitment of new counsellors for As You Are inclusive of shortlisting, interviews and induction
- Monitor the AYA reception inclusive of restocking tissues, refreshments, and counselling supplies and ensure a stock of forms, stationery, and resources are maintained, and ensure there are enough people onsite to cover AYA's lone working policy
- Support the Service Manager with administrative tasks e.g. completing statistically accurate trustee reports and the organisation of filing systems and archives.

### **Person Specification**

<b>Education and Training</b>	
<b>Experience</b>	
Knowledge and experience of administration in a clinical environment	ESSENTIAL
Knowledge and experience of counselling practice	ESSENTIAL
Knowledge of providing counselling assessments inclusive of assessing risk	DESIRABLE
Experience and understanding of mental health issues (personal experience will be viewed positively)	DESIRABLE
Experience of reviewing policies and procedures relating to the role	DESIRABLE
<b>Skills</b>	
Good basic IT skills inclusive of all Gsuite applications (Google Docs, sheets etc)	ESSENTIAL
Familiar with using videocall platforms such as Zoom or Teams	ESSENTIAL
Excellent interpersonal skills and communication skills including both oral and written	ESSENTIAL
Ability to work within a team	ESSENTIAL
Excellent organisational and time management skills with the ability to manage a demanding administrative workload	ESSENTIAL

Ability to prioritise and organise own work and use initiative	ESSENTIAL
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# Application Form (Please send completed applications to [info@asyouarecentre.co.uk](mailto:info@asyouarecentre.co.uk))

Application for the appointment of: Service Coordinator

<b>Title (Mr/Mrs/Ms/Dr etc.)</b>	
<b>Full Name</b>	
<b>Preferred Pronouns</b>	
<b>Telephone Number</b>	
<b>Home Address</b>	
<b>Email Address</b>	

<b>If you are currently employed, may we contact you discretely at work?</b>	
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## **Education and Training**

Please give details of your educational qualifications and experience. Do add additional rows should you need to expand this section.

<b>Dates</b>	<b>Qualification Title</b>	<b>Provider</b>
<i>ie. Sept 2019 – May 2021</i>	<i>PGDip Humanistic Psychotherapeutic Counselling</i>	<i>University of Brighton</i>

## **Short Courses and Continuing Professional Development**

Please share details of short courses and CPD which would support your application.

<b>Dates</b>	<b>Qualification Title</b>	<b>Provider</b>
<i>ie. 19/09/2022</i>	<i>Assessing Risk in Counselling</i>	<i>PESI</i>

### **Employment History**

Please list in date order with present of most recent first. Please continue on additional rows should you need to expand this section.

<b>Dates (from and to)</b>	<b>Job Title Brief Description of responsibilities</b>	<b>Employer Name and Address</b>
<i>le. Sept 2019 – May 2021</i>	<i>Housing Officer</i>	<i>BHCC</i>

If you are currently employed, please state your notice period here: .....

### **Volunteering History**

We recognise that not all knowledge and experience is gained through employment. Please share your voluntary commitments which link to the job applied for.

<b>Dates (from and to)</b>	<b>Job Title Brief Description of responsibilities</b>	<b>Employer Name and Address</b>
<i>le. Jan 2022 – June 2022</i>	<i>Befriender</i>	<i>Age UK</i>

### **Knowledge, Skills and Experience Relevant to the Post**

This is the most important part of the application. The Person Specification lists the knowledge, skills and experience required to do the job.

When completing this section, it is useful to use the criteria listed in the person specification as headings and under these please give examples by referring to your professional, academic, personal life or voluntary work.

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**Confirmations**

I confirm that to the best of my knowledge that the information given on this form is true and correct.

<b>Signature</b> (electronic signature permissible)	
<b>Date</b>	

**References**

Please give details of two people to whom we can apply for references concerning your suitability for this post. One of these should be your current or most recent employer. Please note we DO NOT accept family members as referees. If you do not wish us to contact either referee before informing you, please make this clear. Any offer of employment will be subject to satisfactory references.

	<b>Referee 1</b>	<b>Referee 2</b>
<b>Name of Referee</b>		
<b>Job Title</b>		
<b>In what capacity do you know them?</b>		
<b>Address</b>		
<b>Telephone</b>		
<b>Email</b>		

**Applicants with Disabilities**

As You Are is committed to employing people with disabilities. Please state any arrangements we can make to assist you, if called for interview or appointed to the post. Please note that our building is wheelchair accessible.

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## Convictions

As You Are undertakes not to discriminate unfairly against any subject of disclosure on the basis of conviction or other information revealed

<b>Have you ever been cautioned by the police or convicted of a criminal offence?</b> (yes / no answer)	
<b>Have you ever been referred to the children or adults “barred” list?</b> (yes / no answer)	
<b>If you have answered YES to either question please provide details.</b>  Note – this should include both spent and unspent convictions, cautions, bind overs and pending prosecutions	

**THIS SECTION WILL BE DETACHED AND WILL NOT BE SEEN BY THE SELECTION PANEL.**  
**IT WILL BE USED ONLY FOR MONITORING PURPOSES**

**Equal Opportunities In Employment – Statement Of Policy**

As You Are is an equal opportunities employer and will apply objective criteria to assess merit. As You Are aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of nationality, religion, ethnicity, gender, gender expression, marital status, pregnancy or maternity, sexual orientation, age or disability or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. As You Are is particularly concerned not to discriminate against applicants who have lived experience of mental health issues.

Selection criteria and procedures will be reviewed frequently to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities. All employees will be given equal opportunity and where appropriate and possible, special training to enable them to progress within and outside the organisation. As You Are is committed to a programme of action to make this policy fully effective.

Would you please provide the following information which will be treated as confidential but which will assist us to monitor and implement our Equal Opportunities Policy. Your application will not be affected by the information provided or if you choose not to complete part or all of this section.

<b>Application for the appointment of</b>	Counselling Co-ordinator
<b>Please state here where you saw the post advertised</b>	

<b>Date of Birth</b>	
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<b>How would you describe your gender? (please tick or X)</b>					
Female	<input type="checkbox"/>	Non-binary	<input type="checkbox"/>	Queer	<input type="checkbox"/>
Male	<input type="checkbox"/>	Unsure	<input type="checkbox"/>	Other – please state	<input type="checkbox"/>

<b>Do you or have you ever identified as transgender?</b>	Yes/No
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<b>How would you describe your sexual orientation?</b>					
Bisexual	<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>	Queer	<input type="checkbox"/>
Gay	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>	Other – please state	<input type="checkbox"/>

<b>What category is your ethnic or cultural origin? (please tick or X)</b>
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Asian		Mixed		White	
Asian		Asian & White		British	
Asian British		Black African & White		Irish	
Bangladeshi		Black Caribbean & White		European	
Indian		Other		Other	
Pakistani					
Other					
Black		Chinese or other ethnic group			
Black British		Chinese		Gypsy	
African		Arab		Traveller	
Caribbean		Jewish		Other	
Sudanese					

If you have a religious or other belief how would you describe it?					
Agnostic		Hindu		Pagan	
Atheist		Jain		Sikh	
Buddhist		Jewish		Other	
Christian		Muslim			

Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?					
Yes a little		Yes, a lot		No	
If you answered yes, please state the type of impairment. If you have more than one, please indicate all that apply. If none apply, please mark "other" and write an answer in (examples given as guidance)					
Developmental condition		Mental health condition		Physical impairment	
Learning disability/difficulty		Long standing illness		Other (please state)	

