Volunteer role description

Talking Therapy Administration Assistant

Organisation

Jami was established in 1989 by parents, relatives and friends of people who experienced mental health difficulties. In 2013 Jami became responsible for the community’s non-residential mental health provision, creating a single mental health service for the Jewish community.

Symptoms of mental ill health affect all areas of our lives and can lead to social isolation, as we may withdraw from seeing friends and family, going to work or participating in hobbies we once enjoyed. Jami recognises the profound impact that meaningful connections can have on wellbeing and living a happy and fulfilled life, as well as how they can facilitate recovery and integration within the community.

Situated in the heart of our community, Jami’s Head Room Café in Golders Green brings awareness and access to mental health support to the high street, helping to remove the stigma of mental illness and encouraging the wider community to talk openly about mental health.

Job Purpose

Under the supervision of the Talking Therapies Administrator, be responsible for efficient and timely administration of the talking Therapy service. This role involves developing and maintaining effective working relationships with counsellors, Assessor, supervisors, and the wider Team.

This role will play a key role in ensuring the service has up to date records for people who access counselling, counsellors, and supervisors. This includes overseeing financial payments, records along with monthly returns.

The role involves ensuring high quality customer experience for people accessing the talking therapy service.

Responsibilities

- Administration to assist the Therapy Service Administrator.
- Ensure systems and processes are implemented to provide a responsive and effective service.
- Liaising with Counselling Team, Supervisors, Assessor and Head of Talking Therapies
• Working across Jami departments
• Ensuring payments are up to date, including chasing late or non-payments.
• Collating monthly statistics from counsellors and preparing reports,
• Inputting data on Apricot (CRM)
• Archiving and listing for deletion Raphael client files
• Updating the Talking Therapy Teams channel with relevant paperwork, policies, and procedures.
• Ensuring DBS checks are up to date.
• Collating of both internal and external invoices bi-monthly and sending to Finance
• Occasionally arranging interviews, inductions, and paperwork for new applicants
• Undertake any such duties as requested by your line manager.
• At times may be required to be present on reception at Jami resources to provide support to the counselling service.
• Have a commitment to Jami’s ethos, values, and policies.

We can offer you
• Training opportunities
• Induction
• Ongoing support, reviews, and supervision
• Networking and social events
• Annual reflection

What we need
• DBS check
• Acceptable references
• For you to attend and engage with regular supervision

A DBS check will be carried out. Jami is committed to safeguarding, and we expect all our volunteers to share this commitment.

We welcome applications from Jewish and non-Jewish volunteers and from across the full spectrum of the community.

How to apply
To apply for the role, please email sophie.chappell@jamiuk.org.