

# **Churches' Ministerial Counselling Service**

## **Role Description for an Area Co-ordinator**

**POST:** Area Co-ordinator

**EMPLOYMENT STATUS:** The post holder will be self-employed and as such will be required to enter into a Contract for Services and be responsible for their own income tax and national insurance contributions, if applicable.

**RESPONSIBLE TO:** CMCS Steering Group

**JOB PURPOSE:** Area Co-ordinators (also known as ACs) will be responsible for managing the initial contact with clients and linking them with appropriate counsellors. They will maintain records and authorise payments to counsellors. This role will broadly cover one large geographical area but may involve making referrals both to and from any area of the UK. It is not necessary to be located within the area covered.

### **KEY TASKS**

**The key tasks of the Area Co-ordinator's role are:**

- To receive contact from new clients, usually by telephone or email, and introduce them to an appropriate counsellor, following the usual processes of CMCS, in which training will be provided. A mobile phone for CMCS use only will be provided. A specific email address for CMCS purposes only will also be required, and provided.
- Whilst the post holder will have responsibility for a specific geographical area, which may be changed by the Steering Group from time to time, they may be contacted by clients from any part of the country.
- To provide such cover for colleague Co-ordinators as may be required from time to time.
- To maintain records as required by the Steering Group.
- To deal with queries from counsellors and clients, seeking input from Consultants and the Service Co-ordinator as appropriate.
- To receive payment claims from counsellors and authorize payment after careful checking.
- To support the use of information technology in the administration and development of the service, including the regular use of email.
- To expect to participate in training events arranged for or on behalf of the Steering Group – for which a daily attendance rate of four times the current “contact fee” will be paid.
- To participate with the Area Co-ordinator team in ensuring the consistency and continuity of the service.

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- To undertake other appropriate duties that may be agreed from time to time between the post holder and the Steering Group.
- To ensure that confidentiality is strictly maintained at all times, in accordance with the requirements of the Steering Group (including, but not limited to, GDPR requirements).

## **Hours of Work**

It is expected that ACs will normally be able to be contacted between 9 am and 8 pm, Monday to Friday, and outside those hours it is quite reasonable for the CMCS phone to be switched off, and able to take voicemail messages. It is understood that there will be occasions when an AC is unable to answer the phone within these normal hours, and they should check for and respond to voicemail messages as soon as is reasonable when this happens. It is likely that each area Co-ordinator will be responsible for matching approximately 75 - 100 clients each year to counsellors, i.e. normally 1 or 2 per week on average. The time taken to make a referral will vary, depending on how quickly a counsellor can be found who is able to see the client.

Once or twice a year ACs will be asked to meet, usually with the Service Co-ordinator and the Consultants, to discuss matters about the Service and to receive training about new developments in the Service. These meetings are arranged in consultation with all participants to find a common date which is available, and once decided ACs are expected to give these meetings a very high priority.

## **Remuneration**

A payment will be made for each client successfully linked with a counsellor. “Successful” is defined as the point at which the AC passes the counsellor’s details to the client, whether or not the client goes on to receive counselling. (A very small number don’t contact the counsellor, but the AC has still done the work and will be paid.) At the time of writing this fee is £30; it is reviewed by the Steering Group from time to time.

Out of pocket expenses, such as postage, will be reimbursed. Travel is not normally required but when this is necessary expenses may be claimed within the terms agreed from time to time by the Steering Group. The post holder is expected to use the cheapest appropriate form of travel. As most communication will be in electronic form, it is not envisaged that there will be additional costs other than in exceptional cases.

