



Therapeutic Services Administrative Coordinator

Job Description

About Galop

Galop is the UK's LGBT+ anti-abuse charity. Founded in 1982, and have been championing the needs and safety of the LGBT+ community for nearly 40 years.

Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year. We specialise in supporting victims and survivors of domestic abuse, sexual violence, hate crime, and other forms of abuse including honour-based abuse, forced marriage, and so-called conversion therapies. We are a service run by LGBT+ people, for LGBT+ people, and the needs of our community are at the centre of what we do.

We run three national support helplines: for LGBT+ victims and survivors of domestic abuse, survivors of so-called "conversion therapy", and LGBT+ people who have experienced hate crime. We provide advocacy services, both in London and nationally, for LGBT+ victims who need longer-term support. We are person-centred, empowerment-based, and trauma-informed – meaning our focus is always on helping our clients decide what is best for them, and then supporting them through their journey.

We use what we learn through working on the frontlines with clients to work for national and local policy change to improve outcomes for LGBT+ victims and survivors of abuse and violence. We build evidence through key pieces of research, like our upcoming report into LGBT+ experiences of sexual violence. We push for legislative change, improved statutory guidance for victims, and better understanding of the needs of LGBT+ people around the country.



About the Therapeutic Services Administrative Coordinator

Galop has just launched counselling and therapeutic services. This brand new role will support this new area of our work, ensuring that it meets the needs of our community. Reporting to the Head of Therapeutic Services, and working alongside counsellors and our administrative team, you will support the growth and stability of our therapeutic service work.

You will assist the Head of Therapeutic Services in managing the waiting list, ensuring we offer a robust and high quality service to clients. You will collate client feedback to measure the effectiveness and impact of Galop's new counselling service.

You will be pivotal to the success of the service, processing client referrals, managing counsellors' slots, liaising with clients around appointments and providing ongoing administrative support to the counselling team. You will support the Head of Therapeutic Services to move us to the next phase of the service, bringing in group work and other forms of therapeutic services to further help the recovery and support of LGBT+ survivors of abuse and violence.

You will be responsible for:

- Providing administrative support for the Therapeutic Service, including monitoring and running the counselling inbox, processing client referrals, data entry onto database, arranging client appointments, ordering resources
- Arranging appointment with clients and sending invites, links to forms
- Providing cover for reception when required, in conjunction with the Receptionist, and supporting with general administrative tasks as needed
- Assisting Head of Therapeutic Services in researching quotes for service resources, including apps, programmes, counselling
- Collating feedback and evaluation of the service from clients and assisting with monitoring and reporting systems



- Helping to prepare the service to meet requirements for BACP accreditation
- Capacity planning with the Head of Therapeutic Services to ensure service continuity during busy periods, holidays and festivals
- Supporting the Head of Therapeutic Services in managing and mitigating waiting lists and ensuring the service is operating to full capacity
- Supporting Head of Therapeutic Services in updating policies and procedures in line with legislative changes, service user feedback, stakeholder engagement
- Support in setting up training for professional development
- Administrative support for therapeutic group work and trainee Counsellor placements
- Setting up and carrying out promotion for the service
- Updated client files with relevant documents
- Ordering resources, printing documents,
- Managing Counsellors slots and liaising with clients on practical matters
- To maintain Therapeutic Service wide administrative filing system (including SharePoint, Salesforce & paper filing system)
- Any other reasonable duties as required

About you

We're looking for someone with good interpersonal skills, who is highly organised and good at juggling multiple demands and priorities. You should be prepared to work with people who have experienced high levels of trauma and to help Galop take its next steps into providing much needed services for our community. You'll need to have good resilience and self-care, and be prepared to work in an environment where abuse and violence are regularly talked about. You'll need to understand the impact of trauma and how that affects our frontline staff.

The below list is a guide for the kind of skills and experience we'd like you to have – but you don't have to have it all to be considered. We recognise that your experience may be from unpaid roles as well as formal



employment. We want to know why you're the right person for this role, not whether you've been given the right opportunities.

Experience and knowledge	Essential (E) or Desirable (D)
Strong understanding of Microsoft and other basic software packages	E
Experience of working with a wide range of people and maintaining positive working relationships	E
Experience and understanding of handling sensitive and confidential information appropriately	E
Knowledge of the issues facing LGBT+ people and communities	E
Experience of managing appointments and liaising with clients	D
Experience of research or supporting larger projects	D
Experience of working in a therapeutic setting	D
Experience of working in the not-for-profit sector	D
Experience of developing publicity materials	D
Experience of using a database and other content management tools	D
Skills	
Strong interpersonal skills	E
Ability to multitask and manage multiple competing priorities	E
Ability to work collaboratively	E
Ability to problem solve and think creatively	E
Excellent communication skills, both verbal and written	E
Strong understanding of discrimination and intersectionality	E

At Galop, we believe that life should be safe, just and fair for all LGBT+ people, and that includes our staff in the workplace. We believe in equity and understand the importance of inclusion for staff with a wide range of lived experience. No matter your age, race, faith, orientation, gender identity, disability, or class, we want you to feel welcome here. To that end Galop has a multi-year Equity, Diversity, and Inclusion plan in place, currently focusing on equity and inclusion for trans and BAMER members



of staff. We are committed to listening and learning, and to constant improvement. We believe it is our job to make sure that all our staff, particularly those from minoritised backgrounds, feel welcome, safe, and able to thrive at Galop.

Location

Galop's offices are located in London. This role will be based in the office but some home working is possible.

Hours

Full time (35 hours per week)

Contract

Permanent

Reports to

Head of Therapeutic Services

Salary

Galop uses the NJC scales. This post is on NJC scale points 12-17 (£26,350.20 - £28,698.59 per year including London Weighting).

Closing Date

Applications should be submitted by August 30th at 10:00am. First round interviews will be held in w/c September 5th.

Questions?

If you have any questions or would like to discuss the role further prior to application, please contact our Head of Therapeutic Services, Rahil Virik, at rahil@galop.org.uk

Please send completed applications and equal opportunities form by email only to recruitment@galop.org.uk