

Psychology Services Team Member

Salary: £22,500k increasing to £23,500 in year 2 and £24,500 in year 3

Location: Edinburgh office (fully office based)

Hours: Monday to Friday, 9am to 5.30pm (37.5 hrs full time)

About us

First Psychology is a leading independent provider of counselling, psychological therapies and wellbeing interventions in Scotland. We have expanded rapidly and now operate 12 centres throughout Scotland and the North of England, with an administrative base in Edinburgh and circa 130 practitioners in our various locations.

First Psychology provides services to self-referred clients including individual adults, couples, families and children. We also operate a commercially focused service providing therapy, rehabilitation training and consultancy to businesses, organisations and legal referrers. We are increasing our CPD and training outputs, developing partnerships with the third sector and expanding into new locations both within the UK and internationally. Due to continued growth in our service, we now have a vacancy to join our team office in Edinburgh.

About the role

The client services team is the hub of our business and as the first point of contact for our new clients, they play a vital role in ensuring that client service remains at the heart of all that we do.

In this role you will be undertaking a range of tasks including: assisting clients to find the right therapeutic practitioner and approach for them, making and managing bookings, and supporting our organisation and our operation in a range of other ways including administration, business support, and practice management.

It is a demanding but rewarding client focused role and you will play a key part within the team.

You will have access to our services team learning programme and will be able to participate in a range of certificated training courses provided via our in-house training institute, attend our annual practitioner conference, and participate in a range of associated activities linked to the community focus of our organisation.

Duties

- Being a key point of contact for telephone, email and web-mail enquiries from clients
- Advising and signposting clients to the appropriate therapeutic service and practitioner within our service
- Using a customer focused approach to filter, assess and help with client queries and problems
- Liaising with practitioners to develop effective responses to complex enquiries, including those linked to safeguarding



- Working to ensure that clients receive the best possible service
- Completing a variety of administrative tasks to support the delivery of the clinical service.
- Being a point of contact for business and EAP clients, providing a client management service where required
- Managing bookings, taking credit/debit card payments, updating spreadsheets and maintaining databases.
- Assisting with the administration of training events, and undertaking other 'externally-focused' activities in support of the organisation
- Undertaking project management and support activities linked to key aspects of our service
- Participating and contributing to operational meetings; identifying challenges and opportunities for further developing the quality of service offered to clients
- Assisting in the management of our clinical venues

Skills required

The ideal candidate for this role will have an interest in the field of mental health and have experience of delivering a top class service to clients. They may be currently training to become a therapist or have a background in healthcare.

They will pride themselves in their ability to provide excellent service to clients and understand the importance of empathy and confidentiality.

- Exceptional interpersonal, communication and rapport building skills, with the ability to offer a sensitive yet effective service to our clients and colleagues
- Great planning and organising skills, with the ability to work on your own initiative and make autonomous decisions consistent with organisational practice
- An ability to multi-task in a fast paced environment where priorities can change in line with service demands
- Strong problem solving skills with a high attention to detail as well as the ability to think through challenging situations and find solutions where necessary
- Highly developed team working skills, and a strong 'team-focused' ethos in your approach
- Personal integrity and the ability to be a mature and responsible presence in our organisation
- An understanding of, or willingness to learn about, key issues in contemporary psychology and counselling approaches to mental health
- Computer literacy and highly developed computer skills (Word, Excel), etc

Qualifications required

Ideal candidates will hold a degree level qualification or have the ability to demonstrate experience working in a client-focussed role.

Apply

If you have the passion to succeed and want to be part of our exciting future, please send an up to date CV and covering letter indicating your reasons for applying for this position and identifying the key skills and attributes that you will bring to this post to hello@firstpsychology.co.uk

The closing date for applications is Friday 28 June 2024, 5pm.

Interviews will be held on Tuesday 9 July 2024.

