

**Job Title: Creative Arts Therapy - Service Coordinator**  
**(Maternity Leave Cover for 7 months with a view to 9 months if the need arises)**

**Reports to:** CEO & Creative Arts Therapy Lead /Head of Services

**Location:** Remote work with occasional in person meetings in Dublin with MCM Creative Arts Therapists and Minding Creative Minds staff

**Schedule:** 7 hours per week - focused on optimum times for the service. (28 hours per month in total)

**Expected start date:** 31/3/2025

**Job Purpose/Primary Objective:**

An exciting and dynamic opportunity has arisen within the internal Minding Creative Minds team for a maternity leave cover for the Creative Arts Therapy Service Coordinator. Due to the nature of the role, and the 1:1 experience for service clients, Minding Creative Minds is seeking an IACAT accredited Creative Arts Therapist with three years minimum of experience in a therapeutic environment.

The individual in this role coordinates the pilot programme of the Creative Arts Therapy Service which is funded on an annual basis. This is an ideal role for a highly organised and motivated Creative Arts Therapist who can work independently and efficiently whilst maintaining a high standard of service delivery. The role requires someone with strong multitasking abilities, a courteous and professional manner, and the ability to adapt to changing service needs. The role requires an IACAT accredited Creative Arts Therapist with an in depth understanding of the Creative Arts Therapies to interface appropriately, sensitively and confidentially with clients, potential clients and Creative Arts Therapists.

The Creative Arts Therapy Service Coordinator has a crucial role in supporting both the CEO and the Creative Arts Therapy Services lead and core team through various administrative and operational duties.

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**Position Overview:**

The Creative Arts Therapies Service Coordinator is responsible for the efficient coordination and administration of MCM's Creative Arts Therapy Service. This role ensures smooth communication between clients, therapists, and MCM management, while maintaining service protocols and data reporting. The coordinator will oversee scheduling, onboarding, client screening, and operational management of the service.

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## **Key Duties & Responsibilities**

### **Client Coordination & Screening**

- Review and screen potential client applications for suitability.
- Conduct initial online video consultations via MCM's secure Cliniko booking system to determine eligibility for short-term Creative Arts Therapy interventions.
- Ensure clients feel safe, supported, and comfortable throughout their use of the service.
- Act as the primary point of contact for client enquiries, responding professionally via phone and email.
- Schedule client appointments using MCM's Cliniko booking system.

### **Therapist Support & Service Management**

- Manage the overall therapy schedule across multiple therapy locations via Cliniko.

- Facilitate the onboarding of new Creative Arts Therapists, ensuring they are familiar with service protocols, forms, and Cliniko usage.
- Provide ongoing liaison support between clients and Creative Arts Therapists.
- Troubleshoot any issues related to Cliniko, ensuring seamless practice management for therapists.
- Manage and order necessary supplies for the service.

### **Communication & Reporting**

- Maintain accurate data on CAT service usage and provide reports to the MCM Board, Directors, and CEO.
- Provide a monthly report to the CEO detailing session statistics, service updates, and budgetary considerations.
- Attend and contribute to occasional in-person meetings with MCM Creative Arts Therapists and staff.
- Liaise with MCM management regarding policies and protocols for CAT therapists and staff so that the MCM Creative Arts Therapy Service Lead can ensure the service is integrating with overall policies across the organisation.
- Collaborate with the MCM Creative Arts Therapy Steering Committee to review and refine service protocols and documentation.

### **Skills & Qualifications**

- IACAT-registered
- Master's Level Creative Arts Therapist
- Minimum of 3 years clinical experience
- Knowledge and awareness of all Creative Arts Therapy mediums (Art Therapy, Dance Movement Therapy, Dramatherapy and Music Therapy)
- Excellent Computer Skills, such as using MS Word, MS Excel, Cloud Technologies and Cliniko or similar practice management software
- Strong organisational and coordination skills.
- Excellent verbal and written communication abilities with the ability to identify problems and formulate solutions.
- Experience in client screening, scheduling, and administrative coordination.
- Ability to liaise professionally between multiple stakeholders.
- The ability to work sensitively with clients, confidential client data, and have an awareness of and ability to comply with GDPR protocols

This role is ideal for a detail-oriented and proactive professional who is passionate about supporting the delivery of Creative Arts Therapies and ensuring smooth service operations.

### **Benefits**

- Overtime (paid at same hourly rate)
- Remote working and flexible hours
- Career Development
- Tax Saver Travel Scheme
- Access to events that MCM will be collaborating or presenting at
- Access to budget to attend conferences/ training activities.
- Access to gym and other facilities in the GEC office facility.
- Access to all workshops

- Employee Support Programme: Access to MCMs 24/7 counselling/legal/finance supports service.
- MCM is an Equal Opportunity Employer, an advocate for living wage and supports a positive workplace environment as an employer.

**Application Details:**

To apply please email your CV, and cover note to **recruitment@mindingcreativeminds.ie** with 'Creative Arts Therapy Coordinator Application' as the subject of your email.

This role offers an exciting opportunity to be a key player in a growing company with a variety of responsibilities that will help shape your career path. If you are adaptable, resourceful, and committed to providing high-quality support services, we would love to hear from you.

Our creative community comes from all walks of life and SO do we. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes Minding Creative Minds stronger. If you share our values and our enthusiasm for supporting creatives, supporting wellbeing, please do apply.

We are proud to be an equal-opportunity employer. We do not discriminate in hiring or making an employment decision based on race, colour, religion, national origin, age, sex (including pregnancy, childbirth, or related medical conditions), marital status, ancestry, physical or mental disability, genetic information, veteran status, gender identity or expression, sexual orientation, or other applicable legally protected characteristic. MCM is also committed to providing reasonable accommodations for qualified individuals with disabilities, or exceptional needs in our job application procedures. If you need assistance or an accommodation due to any exceptional need or disability, please let the recruitment team know.