

# A Day In The Life...

I have worked as an administrator at Beyond The Horizon Charity for just over a year now, and I can confidently say it has been the most rewarding year of my working life so far.

I am not a counsellor and I have never worked for a charity before so it is incredibly gratifying to see how my colleagues have a direct positive impact on our community.

**In order to help them do this, from our office in Billesley on any given day I could...**



- Take a phone call from a Mum asking for counselling for her oldest son who is struggling with Mum and Dad separating. She has been to her GP who has recommended she contact us
- Ensure our policies are up-to-date
- Speak with a Pastoral Worker in a school who have two siblings who has noticed behavioural changes in both children after the death of their grandmother last year. He is enquiring about 1:1 counselling
- Research the cheapest broadband tariff for our business needs
- Pay mileage invoices to counsellors who have driven to meet their clients – we aim to meet clients within one mile from their home
- The father of a six year old boy lost his wife 4 months ago. He has emailed us for advice on how to speak to his son about Mum and enquire about possible counselling for him. We suggest our BEAR (Bereavement, Emotions And Resilience) project which is family support in the home.
- Assist with interviewing a counsellor candidate, requesting references and carrying out Disclosure & Barring Service checks
- Keep track of our waiting list and assign appropriate counsellors to clients in their area of Birmingham
- Book a counsellor visit with a potential new client to assess if we are the right service for them
- Respond to an email from Children's Services who have identified a family in need of support

Beyond the Horizon Charity is a very small charity who work with clients across a very large city.

**Demand for our services far outweighs our resources** and we are in the midst of very uncertain times regarding funding.

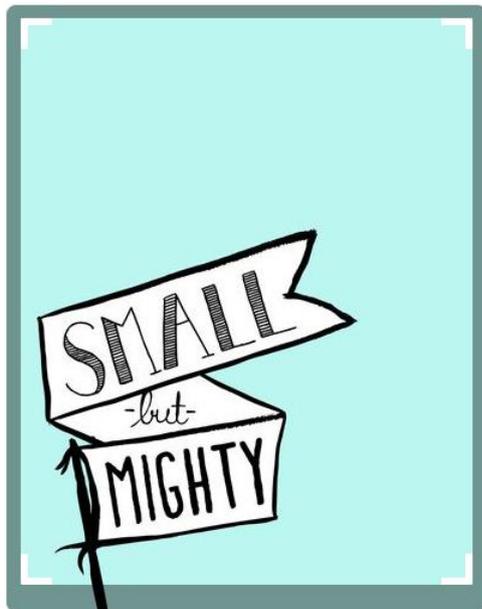
And yet the Charity continues to help hundreds of children, young people and their families each year. This is truly inspiring considering the little money that is available.



It is a privilege for me to share my work life with good people, both paid and volunteers. Skilled people who want to help and believe passionately in the service they provide.

Believe me, if you were a child or a young person, you would want these people fighting your corner.

To me Beyond The Horizon Charity is the dictionary definition of...



...and I am proud to be a part of it.