

# Assistant Counselling Services Manager

## Job Description

**Part time 18 hours per week**

**Salary £15,552.00 per annum**

**Closing Date for Applications: 31<sup>st</sup> July 2020**

What is the role?

This is a varied role working closely with the Counselling Services Manager, to ensure the smooth and effective running of all areas of Signpost. In addition to helping manage the large team of paid and volunteer counsellors, coaches, supervisors and administrative staff, this includes the exciting new YOUThrive project in partnership with the YMCA as well as our commissioned work with CAMHS.

The YOUThrive Project establishes an early intervention pathway which uses YMCA's considerable reach and contact with young people to build resilience on a broad scale, while linking with Signpost where there is greater need for more therapeutic intervention. This three-year project is funded by The National Lottery.

**Reporting to**                      **Counselling Services Manager**

**Location**                              Based in Watford, and occasionally travel to Hemel Hempstead, Hertfordshire and other locations as required

**Hours**                                      18 hours per week (exact hours to be negotiated). Some evening and/or weekend work

**Annual Leave**                      22 days plus bank holidays *pro rata*

**Purpose**                                      To assist the Counselling Services Manager and to oversee the smooth operation of the counsellors, coaches and supervisors of Signpost's clinical services. These services are provided by paid and volunteer counsellors and coaches for a client age range between 10 and 25 years.

To help to ensure that services meet the needs of Signpost's beneficiaries, are delivered within BACP ethical frameworks and all local and statutory policies and regulations.

**Main Duties**                      The Assistant Counselling Services Manager will assist in:

- Deputising for the Counselling Services Manager when required
- Providing guidance, support, motivation and information to the therapeutic team and the administrator to continue to grow the therapeutic team.
- To work alongside the Counselling Services Manager in helping to initiate, develop and coordinate programmes in partnership with One YMCA and the new YOUThrive project
- Organising CPD training for Signpost staff and volunteers

- Coordinate counsellor's shifts and ensure adequate cover across the locations
- Coordinate the supervision timetable and ensure that all coaches and counsellors are receiving the required amount of clinical supervision.
- Ensuring Signpost services are delivered in line with the BACP ethical framework and all current and future legislation regarding therapeutic practice
- Assisting the administrator as required
- Monitoring clinical staff compliance with the requirements of the GDPR and client confidentiality and ensuring that any shortfalls are identified and addressed
- Monitoring and ensuring all counsellors and coaches are adhering to the required paperwork and policies of Signpost.
- Working with other staff members, volunteers and partners to help promote Signpost's therapeutic services
- Developing/maintaining relationships with external partners that are key to the success of the organisation, such as other voluntary organisations and support services

### **Main Tasks and Responsibilities**

- Co-ordinating and supporting the paid and volunteer counsellors and coaches
- Assist in providing support, motivation and guidance to the therapeutic team.
- Be on-hand for any counsellor/coach queries and issues
- Assist the Counselling Services Manager in the recruitment of new volunteer and paid counsellors
- Assist in organising CPD training for counsellors and coaches
- Ensure office administration effectively supports clinical services and ensure that counsellors and coaches are completing necessary paperwork and in compliance with GDPR.
- Support the Counselling Services Manager and the administrator to manage client waiting lists and attendance rates efficiently and effectively.
- Work closely with partner organisations to assist in the effective delivery of all commissioned contracts and other projects, as necessary.

### **Professional Standards, Training and Governance**

- Assist in ensuring that Signpost counsellors are operating within the BACP ethical framework, guidance and current legislation regarding therapeutic practice and that all practitioners work to professional standards, maintaining a professional code of ethics and practice.
- Assist in researching and developing measurement and evaluation tools and embed the measurement of outcomes across the whole of the clinical service.
- Assist in seeking opportunities for professional therapeutic training for the team either by devising and delivering internal training or through external providers.
- Be responsible for own professional development, maintenance and updating knowledge and awareness through continuing professional development (CPD).
- Comply with and implement Signpost's commitment to equality and diversity, as outlined in the Equality and Diversity Policy.
- Comply with Signpost's Health and Safety, GDPR and other key policies

**It is the duty of every member of staff while at work, to take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.**



## Person Specification

Key Areas	Essential criteria	Desirable criteria
<b>Education &amp; Qualifications</b>	<p>Member of BACP or equivalent Counselling Qualification to minimum Diploma Level 4</p> <p>Qualified to Safeguarding level 3</p>	
<b>Experience</b>	<p>Clinical or therapeutic experience in line with the BACP ethical framework or similar</p> <p>Extensive administrative experience</p> <p>Experience of promoting equal opportunities with both staff and clients</p>	<p>Experience of working within an organisation</p> <p>Experience working with young people</p> <p>Experience of working in partnership with other organisations.</p> <p>Experience of the use of outcome measures</p>
<b>Skills &amp; aptitudes</b>	<p>Excellent organisational skills</p> <p>Excellent communication skills</p> <p>Ability to work effectively in partnership with a range of different agencies and organisations</p> <p>Ability to liaise with staff and volunteers effectively</p> <p>Ability to communicate effectively in writing</p> <p>Competent IT skills</p> <p>Excellent time management &amp; organisational skills, including ability to plan, prioritise, manage own workload, and take instruction</p> <p>Ability to remain calm, professional and objective at all times</p>	
<b>Knowledge</b>	<p>Good understanding of a range of therapeutic approaches in the context of working with children and young people</p> <p>Comprehensive knowledge of service, legislation and guidance regarding children and young people</p>	<p>Knowledge of statutory mental health services available to children and young people</p> <p>Knowledge of the issues affecting young people</p>

<b>Personal Attributes</b>	<p>Motivation to make a difference in the lives of children and young people</p> <p>Creative and innovative in the development of new systems and services and a willingness to embrace new ideas</p> <p>Effective interpersonal skills, including assertiveness and ability to negotiate</p> <p>Ability to work both independently and as part of a team</p> <p>A commitment to professional development of both self and others</p>	<p>Ability to communicate effectively and sensitively to the target client group</p>
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**CLOSING DATE FOR APPLICATIONS: 31st JULY 2020**

Please contact Helen Newman, Counselling Services Manager for further information on 07776 477398