

**Job Description and Person Specification:**

**Counselling Manager**

Salary: Pay Scale £25,047 - £28,180 per annum pro rata

Hours: Part-time (21 hours per week, negotiable)

Location: Melksham, Wiltshire

Reporting to: Chief Executive

Responsible for: Volunteer Counsellors, Trainee Counsellors

Contract type: Fixed-term for 12 months with possibility of extension

**Role Summary:**

Wiltshire Mind is a local mental health charity. Our Counselling Service is a busy, well-established counselling service for people across the county of Wiltshire. We also provide counselling training placements to trainees on accredited counselling diplomas.

We are recruiting a Counselling Manager to coordinate, lead, develop and expand our counselling service. This is a senior management position in a thriving organisation and requires an experienced practitioner (BACP, UKCP or BPC accredited). It is essential to have experience of Integrative Counselling and working in an organisational setting, along with a willingness to embrace and develop a broad range of counselling models. The successful candidate will hold a small caseload of complex cases. Experience and practice in mentoring trainees and counsellor supervision is also integral to the role.

The successful candidate will need to demonstrate high levels of professionalism, leadership and management skills. Close liaison with both, the Chief Executive and the Office Administrator will be an integral part of the work.

The role is subject to receiving satisfactory references, Enhanced Disclosure and Barring Service checks and a six month probationary period.

Initial hours will be 21 hours per week, but there is scope for this position to become full-time in future, subject to the requirements and demands of a growing service.

Some evening and weekend work may be required.

**Job Description:**

**Service Management & Development:**

1. To coordinate, manage and lead a safe, professional and accessible face to face counselling service.
2. To develop and review appropriate policies and procedures, including referral, assessment, financial and administrative procedures.
3. To develop and implement a business plan for the service.
4. To lead the recruitment and induction of volunteer counsellors.
5. To provide line management to volunteer counsellors.
6. To liaise with local training providers regarding trainee counselling placements.
7. To lead the initial screening and subsequent mentoring of trainee counsellors on placements.
8. To identify potential training needs in volunteer counsellors.
9. To develop and expand existing service provision.
10. To promote and publicise the counselling service among relevant agencies, referrers, service users and potential service users.
11. To liaise and network with relevant statutory and voluntary sector partners.
12. To liaise with regulatory bodies and ensure the service remains accredited.

**Service Delivery:**

1. To undertake assessments and allocate clients to counsellors.
2. To maintain and manage the counselling waiting list.
3. To maintain and manage client record systems.
4. To manage a small case load of complex clients.
5. To ensure safeguarding procedures are adhered to.
6. To coordinate external clinical supervision for self and volunteer counsellors.
7. To ensure the service is delivered in line with BACP guidelines & ethical framework.
8. To liaise with admin support as appropriate.
9. To liaise with line management about the delivery of the service.
10. To ensure that client complaints are investigated and dealt with appropriately.

**Service Monitoring & Evaluation:**

1. To set up and maintain appropriate record keeping systems in line with data protection requirements.
2. To ensure service outcomes and outputs are effectively monitored and evaluated and prepare service statistics when required.
3. To ensure budgets are adhered to and financial systems maintained.

**Please note this job description is intended to outline the main duties of the post and may change as the post and service develops.**

**Person Specification:**

**Training / Qualifications / Attainments:**

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| --- | --- |
| **Essential:** | **Desirable:** |
| Recognised qualification in counselling or psychotherapy (Level 4 two-year diploma minimum) | Level 5 diploma or above  |
| Evidence of significant post-qualifying continuous professional development | Level 6 certificate in counselling supervision |
| Membership of a professional body, preferably BACP, UKCP or BPC |  |
| Eligible for or working towards professional accreditation | BACP accreditation / UKCP reg or equivalent |

**Experience:**

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| --- | --- |
| **Essential:** | **Desirable:** |
| Ability to carry out assessments and provide high quality counselling | Experience of group work |
| Significant recent clinical experience |  |
| Experience of working in an organisational setting | Experience of delivering counselling in the voluntary sector |
| Experience of working in a time-limited counselling approach as well as longer term work. |  |
| Experience of delivering integrative counselling | Significant experience of working with different modalities |
| Experience of managing service development  | Significant experience of change management, service evaluation, service improvement or contributing to business expansion |
| Experience of recruiting and managing staff | Experience of managing volunteers and / or mentoring trainees |

**Skills:**

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| --- | --- |
| **Essential:** | **Desirable:** |
| Ability to assess client’s needs and risks including those with complex issues |  |
| Excellent interpersonal skills and ability to maintain clear boundaries |  |
| Strong team working ethos and team management skills |  |
| Ability to communicate effectively with clients, colleagues and management, both verbally and in writing |  |
| Case recording and monitoring skills and ability to interpret data to produce reports | Experience of audit and / or research |
| Good organisational, project management and IT skills | Significant knowledge of IT systems used in the monitoring of high quality counselling services, possible experience of using CORE |

**General:**

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| **Essential:** | **Desirable:** |
| Ability to work well within a team |  |
| Experience of working under pressure and handling competing demands |  |
| Experience of working independently and managing own workload |  |
| A strong commitment to increase the availability of affordable counselling in Wiltshire |  |
| Willingness to contribute to the charitable aims of the organisation |  |

**How to apply:**

Please send a CV together with a covering letter by email or letter to:

Carolyn Beale, Wiltshire Mind, 24a High Street, Melksham SN12 6LA.

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