



Job Description and Person Specification:

Manager of Counselling Service

Salary:	Pay Scale £25,012 - £26,000 per annum pro rata
Hours:	Part-time (17 hours per week, Mon, Tues, Fri plus flexibility)
Location:	Melksham, Wiltshire
Reporting to:	Chief Executive
Responsible for:	Management of Counselling Service, Volunteer 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 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, management 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 but will spend most of their time managing the service. 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 the Chief Executive, Assistant Counselling Manager and the Office Co-ordinator will be an integral part of the work.

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

Initial hours will be 17 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, cancellation, assessment, financial and administrative procedures.
3. Manage income from counselling clients.
4. To develop and implement a business plan for the service.
5. To lead the recruitment and induction of volunteer counsellors.
6. To provide line management to Assistant Counselling Manager and volunteer counsellors.
7. To liaise with local training providers regarding trainee counselling placements.
8. To lead the initial screening and subsequent mentoring of trainee counsellors on placements.
9. To identify potential training needs in volunteer counsellors.
10. To ensure adequate professional supervision and attendance by counsellors, manage process
11. To develop and expand existing service provision.
12. To promote and publicise the counselling service among relevant agencies, referrers, service users and potential service users.
13. To liaise and network with relevant statutory and voluntary sector partners.
14. To liaise with regulatory bodies.

Service Delivery:

15. To undertake assessments and allocate clients to counsellors.
16. To maintain and manage the counselling waiting list.
17. To maintain and manage client record systems.
18. To manage a small case load of complex clients.
19. To ensure safeguarding procedures are adhered to.
20. To manage external clinical supervision for self and volunteer counsellors.
21. To ensure the service is delivered in line with BACP guidelines & ethical framework.
22. To liaise with admin support as appropriate.
23. To report to and liaise with line management regarding the delivery of the service.
24. To ensure that client complaints are investigated and dealt with appropriately.
25. To ensure that a profitable service is provided to support the charity.

Service Monitoring & Evaluation:

26. To set up and maintain appropriate record keeping systems in line with data protection requirements.
27. To ensure service outcomes and outputs are effectively monitored and evaluated and prepare service statistics monthly.
28. To ensure budgets are adhered to and financial systems maintained.
29. To ensure income from all counselling sessions, donations for assessments and cancellation charges are provided by clients.
30. Ensure any funded projects are provided in line with the funding application and monitored.

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:

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	
	Management Qualification

Experience:

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/volunteers	Experience of managing volunteers and/or mentoring trainees

Skills:

Essential:	Desirable:
Ability to assess client's needs and risks including those with complex issues	
Ability to manage a Counselling service within financial constraints	Experience of managing a service as part of a small organisation
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:

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 and others	
A strong commitment to increase the availability of affordable counselling in Wiltshire	
Willingness to contribute to the charitable aims of the organisation and profitability	

How to apply:

CLOSING DATE 1 MARCH 2017

Please send a CV together with a covering letter by email or letter to:
Carolyn Beale, Wiltshire Mind, Part 1st Floor, 2nd Floor, 21-23 High Street, Melksham SN12 6JY.

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