

## Richmond AID Person Specification and Job Description

<b>Name of Role</b>	Counselling Coordinator
<b>Responsible to</b>	Counselling Manager and Clinical lead
<b>Post Description</b>	To work with the Counselling Manager and Clinical lead to coordinate, manage and lead a safe, professional and accessible face to face counselling service including referral, cancellation, assessment, financial and administrative procedures, providing clinical supervision for volunteer counsellors.

### Experience & Knowledge

#### Essential

- Accredited, or in the process of accreditation, with BACP (British Association for Counselling and Psychotherapy), NCS (National Counselling Service) or UKCP (UK Council for Psychotherapy).
- A minimum of 2 years' experience of providing counselling
- Minimum of 2 years of experience of managing services/projects
- Experience of recruitment, management and supervision of staff and/or volunteers
- Experience of providing clinical supervision to other counsellors or a willingness to train as a supervisor
- Experience of carrying out client assessments and identifying needs and risks including those with complex issues
- Experience of working with a range of providers to develop effective partnerships
- A good understanding of the issues faced by disabled people and a working knowledge of mental health needs and conditions
- Strong IT skills, including Microsoft Office suite, databases, email and calendar management and using Teams/Zoom.
- Experience of monitoring and evaluation, and preparing timely reports

#### Desirable

- Experience of counselling clients who are vulnerable and subject to safeguarding law; and / or counselling clients who have suicidal thoughts
- Understanding of the social model of disability.

### Skills & Abilities

- Ability to set and maintain clear boundaries
- Able to respond well to direction and correction
- Enthusiastic, proactive and takes initiative
- Calm, cheerful, efficient and polite, willing manner; able to work under pressure, managing competing demands, without losing these qualities
- Well organised and meets deadlines
- Good time management and task prioritisation
- Able to work independently as well as part of a team
- Excellent communication skills both written and oral

### Other requirements

This post will be subject to a satisfactory Enhanced DBS check carried out by Richmond AID. You will need to be able to travel within the Richmond and other neighboring boroughs.

## Main Tasks and Duties

### Job Description

1. To coordinate all aspects of the Richmond AID Counselling Service including taking referrals, liaison, allocation, and administration processes.
2. Advertise the project widely, liaising with GP practices, Richmond Well-being Service and other relevant mental health services, other counselling services and community services.
3. To recruit, induct and clinically supervise and support volunteer/honorary therapist placements, ensuring they are kept up to date with relevant operational matters.
4. Undertake client assessments and allocate clients to counsellors.
5. Maintain and manage the counselling waiting list.
6. Manage a small caseload of complex clients.
7. Signpost/refer clients to other local services or internally for additional support when needed, liaise with other agencies in relation to clients, taking action where necessary.
8. To work with the Clinical Lead to ensure appropriate clinical supervision of volunteer/honorary therapists.
9. To source community venues if needed for the delivery of the project.
10. Ensure income from all counselling sessions, donations for assessments and cancellation charges are provided by clients and are accurately recorded on the database and in client files.
11. Adhere to your professional body's code of ethics (UKCP, BACP, BCP etc.) including maintaining accreditation or registration.
12. Work within BACP Ethical Framework clinical guidelines, and comply with all counselling policies and procedures
13. Raise any complaints with your line manager and in line with our Complaints Policy and ensure corrective action is taken and there is effective communication with staff and volunteers for any changes needed.
14. Ensure safeguarding procedures are adhered to.
15. Keep accurate records of all clients and maintain a database of client information, continue to update client records with progress and outcomes, in line with data protection requirements.
16. Complete all monitoring and evaluation as required by the funder and Richmond AID.
17. To liaise and create effective working relationships with partner organisations.
18. Ensure that the project is compliant with the Social Model of Disability.
19. Comply with Richmond AID's policies and procedures.
20. Attend training and development as identified by you and your manager.
21. Attend team meetings and supervision.
22. You will need to travel within London Borough of Richmond and surrounding boroughs as part of this post and occasionally may need to work outside of normal office hours including evening and weekends.
23. Any other work commensurate with the level of this post.