

Richmond AID Person Specification and Job Description

Name of Role	Counselling Manager
Responsible to	CEO
<p>Post Description</p> <p>To coordinate, manage and lead a safe, professional and accessible face to face counselling service including referral, cancellation, assessment, financial and administrative procedures, managing external contracted clinical supervision for the service.</p> <p>Provide a combination of group and individual supervision to all volunteer /honorary therapists carrying out placements at Richmond AID. To carry out client assessments and allocate appropriately to volunteer/honorary therapists according to experience required.</p> <p>Line manage other members of the counselling team – currently the Counselling Coordinator and Counselling Officer who administrate and coordinate activities of the team.</p>	

Experience & Knowledge	
<u>Essential</u>	<ul style="list-style-type: none"> • A counselling qualification accredited by a recognised counselling body such as the BACP (to a minimum of Diploma Level) • Accreditation/registration as a counsellor/psychotherapist and supervisor with BACP/UKCP/BPS or equivalent • Qualification in Clinical Supervision (Diploma or Equivalent) • 5 Years post qualification status as a counsellor/psychotherapist • Experience of providing counselling assessments • Minimum of 2 years of experience of managing services/projects in a coordinator role • Experience of supervising groups and individual counsellors/psychotherapists from a range of training backgrounds • Clinical experience of working with clients with a range of difficulties including complex mental health issues, drug and alcohol issues, sexual violation and trauma • Experience of recruitment, management and supervision of staff and/or volunteers • Experience of monitoring and evaluation, and preparing timely reports • Experience of developing and maintaining effective working relations with partners • Excellent administration skills and working knowledge of MS Word, Outlook, database entry and other applications • Demonstrable knowledge of key policies and procedures including GDPR, Confidentiality, Health & Safety and Lone Working and Safeguarding
Skills & Abilities	
	<ul style="list-style-type: none"> • Leadership skills • Strong interpersonal, influencing and negotiating skills and experience • Well organised and meets deadlines • Assertive but empathic approach • Resilient and able to remain calm • Task orientated and can-do approach • 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 neighbouring boroughs.

Main Tasks and Duties

1. To coordinate all aspects of the Richmond AID Counselling Service including operational and day to day activities, assessments and supervision, monitoring and evaluation, client feedback and satisfaction as well as therapeutic outcomes.
2. To develop and expand existing service provision.
3. To recruit, induct and supervise and support volunteer/honorary therapist placements, ensuring they are kept up to date with relevant operational matters.
4. Provide weekly group supervision to volunteer/honorary therapists and manage any contracted supervisors.
5. Line manage counselling team staff
6. Maintain appropriate clinical records of all work and to report any concerns to the CEO
7. Hold clinical responsibility for all client work for which supervision is provided
8. Perform client assessments and allocate clients to volunteer/honorary therapists taking into account their experience, skills and training.
9. Where appropriate train honorary therapists to carry out assessments
10. To adhere to your professional body's code of ethics (UKCP, BACP, BCP etc.) including maintaining accreditation or registration.
11. To work within BACP Ethical Framework clinical guidelines, and comply with all counselling policies and procedures
12. Advertise the project widely, liaising with GP practices, Richmond Well-being Service and other relevant mental health services, other counselling services and community services.
13. 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.
14. To source community venues if needed for the delivery of the project.
15. Work with CEO in developing the annual budget for the service and alert the CEO regarding any issues re collection of payment or risk of not meeting budget target as soon as possible.
16. Handle complaints in line with our Complaints Policy and ensure corrective action is taken and there is effective communication with staff and volunteers
17. Ensure safeguarding procedures are adhered to.
18. Keep accurate records of all clients and maintain a database of client information, continue to update client records with progress and outcomes.
19. Complete all monitoring and evaluation as required by the funder and Richmond AID.
20. To liaise and create effective working relationships with partner organisations.
21. Ensure that the project is compliant with the Social Model of Disability.
22. Comply with Richmond AID's policies and procedures.
23. Attend training and development as identified by you and your manager.
24. Attend team meetings and supervision.
25. 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.
26. Any other work commensurate with the level of this post.

