

**JOB DESCRIPTION**

<b>JOB TITLE: Counselling Services Manager</b>	
<b>SECTION: Counselling</b>	<b>DEPARTMENT: Outreach</b>
<b>REPORTS TO: Director of Operations</b>	
<b>RESPONSIBLE FOR: Delivery, on-going monitoring and development of Counselling and Therapeutic Services</b>	<b>Full/Part-time: Job share considered</b>
<b>KEY OBJECTIVES</b>	
<ul style="list-style-type: none"> <li>• To deliver effective specialised trauma informed and trauma specific Counselling and Therapeutic Services for victims of domestic and sexual violence</li> <li>• To maintain all Counselling and Therapeutic Services in accordance with BACP service accreditation standards.</li> <li>• To recruit, train and supervise counsellors/therapists and clinical placements to maintain excellent levels of service delivery that meet the demands of the BCWA's client group.</li> <li>• To produce reports, collate monitoring data and conduct analysis on the effectiveness of interventions.</li> <li>• To support other staff within the service to deliver a holistic approach to casework.</li> <li>• To continue to develop and expand therapeutic services that meet and support the needs of BCWA clients.</li> </ul>	
<b>MAIN DUTIES AND RESPONSIBILITIES</b>	
<ol style="list-style-type: none"> <li>1. To ensure Counselling and Therapeutic Services meet the needs of clients accessing BCWA and review the need on an ongoing basis through quantitative analysis of CORE and qualitative feedback from service users and stakeholders.</li> <li>2. Produce, and update annually, policies and procedures in relation to the counselling and therapeutic service provision in line with BACP Accreditation standards that are compatible and work seamlessly with other parts of the service.</li> <li>3. Produce appropriate targeted information to promote Counselling and Therapeutic Services to users and referrers.</li> <li>4. To develop and deliver bespoke training for a range of agencies.</li> <li>5. To continue the ongoing development of the service applying learning to support a best practice approach.</li> </ol>	

6. To manage all aspects of Counselling and Therapeutic Services delivery to provide a comprehensive accessible service within BCWA.
7. As a Senior Practitioner, to provide a specialist trauma informed and trauma specific therapy to the women who attend 'BCWA' where necessary
8. To hold overall clinical responsibility for all counselling and therapeutic work carried out within the service.

#### **SERVICE STANDARDS**

9. To ensure suitability and standards of counsellors/placements through initial interview, ongoing assessment and development. To undertake exit interviews with volunteer counsellors and clinical placements on leaving BCWA.
10. Ensure that volunteer, trainee and sessional counsellors receive the appropriate support and supervision to meet professional and BACP standards with supervision notes held for each session.
11. To ensure quality checks are undertaken on all counsellors and placements case notes.
12. To ensure confidentiality is maintained in relation to service users details, case records and supervision notes, in line with BCWA and BACP requirements.

#### **SERVICE DELIVERY**

13. To carry a clinical caseload when required and ensure that regular supervision (clinical and managerial) is undertaken within required guidelines.
14. To oversee management of all operational elements of the service including referral pathways, assessments, waiting lists and case allocations within counselling and therapeutic services, and to defer cases based on professional judgement.
15. To liaise with all partner agencies delivering services, and other relevant agencies and organisations to ensure the most effective therapeutic help is offered.
16. To develop group work programmes as may be identified as useful to the client group.
17. To develop trauma informed training for staff and placements that improve the effectiveness of therapeutic provision across the service.
18. Ensure confidentiality of records and other information in line with BCWA Quality Standards and BACP standards.

## **GENERAL DUTIES**

19. To take part in team briefings, development days, or staff training as required by the Project, and for personal development.
20. To undertake any other duties, which seem fitting for this role.
21. Maintain awareness around Health and Safety regulations relevant to the workplace and work in accordance with the policies and procedures of the organisation.
22. Undertake general administrative, budgetary duties as necessary to maintain the work of the post.

## **SPECIAL REQUIREMENTS**

23. To maintain own physical and psychological wellbeing so as to be in a position to manage workload and level of responsibility.
24. Commitment to ongoing professional development to ensure knowledge meets the needs of the role and responsibilities.
25. To engage purposefully in relationships with colleagues, management and other stakeholders.
26. To be available to work flexibly to meet the needs of the project.

## **GENERAL**

- BCWA is committed to continuous organisation and employee development. The post Holder is required to participate fully in all initiatives, which facilitate continuous improvement in Service Quality Performance including employee performance.
- All employees are expected to demonstrate a commitment to the principles of equal rights both in relation to employment issues and service delivery, and adhere to the policies of the organisation in the performance of their duties.
- The above duties and responsibilities cannot totally encompass or define all of the tasks that may be required of the post holder. The outlined duty may therefore vary from time to time, without materially changing either the character or level of responsibilities. These factors are reflected in the post grade.

**This job description is an accurate reflection of the responsibilities of the post at the time of writing but may be subject to change from time to time to meet the changing requirements of the Organisation.**

## PERSON SPECIFICATION

<b>JOB TITLE:</b> <b>Counselling Services Manager</b>
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<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
1. Qualifications/ Education	<p>Diploma/Degree or higher award in counselling or counselling psychology <b>or</b> recognised training / qualification in a major therapeutic approach.</p> <p>Individual accreditation with BACP, BABCP, UKCP, BPS or other recognised professional organisation.</p> <p>Record of Continuous Professional Development</p> <p>Qualification/training or experience in providing Clinical Supervision to qualified and/or Trainee Counsellors/Therapists.</p> <p>Trauma Training.</p>	<p>Awareness of trauma informed practice and the delivery of trauma informed therapeutic interventions.</p> <p>Trained and experienced in the provision of therapeutic services including psycho educational groups and therapeutic group work.</p> <p>Training in EMDR or other trauma specific approach.</p>
2. Work Experience	<p>Minimum of 3 years working within a specialist Domestic Violence Service or related field and delivering trauma informed therapeutic one to one work with survivors.</p> <p>A minimum of 3 years' experience delivering clinical supervision to qualified and trainee counsellors/therapists.</p> <p>Experience of working in a therapeutic/mental health setting.</p> <p>Experience in delivering integrative interventions including humanistic, psychodynamic, CBT, Feminist therapy, attachment and trauma focussed and trauma specific therapy.</p> <p>Experience of managing a team of qualified and trainee counsellors/therapists.</p>	<p>Awareness of trauma informed practice and the delivery of trauma informed therapeutic interventions.</p> <p>Working with therapeutic outcome measures to evidence therapeutic change for clients.</p>

	<p>Ability to accurately assess the impacts of Domestic Violence and abuse and provide collaborative and structured therapeutic interventions/recommendations for clients accessing with complex therapeutic needs.</p> <p>Ability to facilitate and evidence effective clinical and therapeutic change for clients.</p> <p>Experience of working with short, medium and longer term therapeutic approaches.</p> <p>Experience of working with complex trauma in a crisis service.</p> <p>Experience of delivering therapeutic groups.</p> <p>Safeguarding Training up to date and with the relevant level of training appropriate to the role.</p> <p>Experience of identifying, developing, and delivering new projects and services.</p>	
<p>3. Skills and Abilities</p>	<p>Ability to work effectively and build good working relationships with a range of statutory and non-statutory agencies and develop referral pathways.</p> <p>Possess good administration skills including report writing, monitoring and evaluating data and accurate record keeping.</p> <p>Computer literate.</p> <p>Ability to organize and prioritise own workload and support others to work effectively.</p>	

<p>4. Knowledge</p>	<p>Extensive knowledge of complex trauma and the impacts of interpersonal trauma.</p> <p>Understanding the impacts and complexity of issues that may affect survivors of domestic abuse and interpersonal trauma.</p> <p>Understands the need for confidentiality and information sharing as a safety issue and as a clinician.</p> <p>Knowledge of issues relating to domestic violence, Child Protection and Vulnerable Adults.</p>	<p>Knowledge of other related services and disciplines that impact on the client group (Criminal Justice and Social care).</p>
<p>5. Personal Qualities</p>	<p>Excellent communication and listening skills.</p> <p>Emotional strength and resilience to engage with demanding and diverse cases.</p> <p>Ability to relate to all people from the community.</p> <p>Self-motivated and able to work both independently and as part of a team</p> <p>Willing to work flexible hours.</p>	