

Job Description

Counselling Services Manager

Reports to:	Trustees
Line management responsibilities:	Team of counsellors
Location:	Gilbert House, River Walk, Tonbridge, Kent, TN9 1DT

Tonbridge Counselling Service

Tonbridge Counselling Service (TCS) is a charity established in 2015 to provide affordable counselling to all those in need in our community. The bursary fund provides a subsidy which allows those on low incomes or benefits (who would not otherwise be able to access counselling) to access skilled, compassionate therapy at an affordable cost. Our counsellors work within a Christian ethos with adults, couples, and young people over 14 years, at our counselling centre overlooking the River Medway and Tonbridge's medieval castle. Over the last year, our counsellors trained to offer online and telephone appointments. Post lockdown, we anticipate resuming face-to-face appointments while continuing to offer remote contact and new approaches to therapy. TCS also provides counsellor training courses to diploma level, and supports its counsellors through a programme of professional development.

Job summary

TCS is recruiting a Counselling Services Manager to lead and build the team of self-employed counsellors, and manage client service relationships and supervision arrangements. The vacancy is created by the existing Manager stepping down to focus on the Service's training activities.

This is a management position, engaging with and responsible to the Trustees. The role includes client assessment, allocation of clients to counsellors, management of client service delivery, supporting the counselling team and updating and forming new policies. The role does not include own client appointments, but the Manager is free and encouraged to take on client work on a self employed basis. Currently,

Trustees manage finance and fundraising and assist with administrative tasks. Trustees also meet with the team for support and prayer.

The role requires a qualified and experienced counsellor. Preference will be given to candidates with management and supervision experience.

Job Description

Service Management and Development

- Coordinate, manage and lead a safe, professional and accessible face-to-face and remote counselling service.
- Provide line management for the counselling and liaise with the supervision team ensuring this is adequate and professional.
- Review and develop appropriate policies and procedures including referral, cancellation, assessment and administrative procedures.
- Assist Trustees in maintaining and developing a business plan for the service.
- Liaise with local and statutory agencies and contacts to maintain and develop partnerships.
- Lead the recruitment and induction of counsellors.
- Lead the mentoring of trainee counsellors on placements.
- Conduct annual review with Counsellors.
- Develop and expand existing service provision.
- Assist with promotion of the counselling service among relevant agencies, referrers, and service users.
- Support the Trustee functions of financial management and fundraising for bursary support.

Service delivery

- Undertake assessments and allocate clients to counsellors.
- Maintain and manage the counselling waiting list.
- Manage the award of bursary funding to clients.
- Maintain and manage client record systems in line with data protection requirements.
- Lead safeguarding function, ensuring adherence to safeguarding procedures.
- Manage clinical supervision for self and counsellors.
- Ensure the service is delivered in line with the Charity's own and BACP ethical framework and guidelines.
- Ensure that client complaints are investigated and dealt with appropriately.

Service Monitoring and Evaluation

- Ensure service outcomes are effectively monitored and evaluated.
- Report regularly to Trustees on client, counsellor and own health and wellbeing.
- Assist Trustees with client feedback to support funding applications.

This job description is not exhaustive nor set in stone. Tasks may be amended in response to changing requirements, or in line with the skills and experience of the post-holder. The Counselling Manager is supported by an Administrative Assistant who is also the Treasurer.

Person Specification

Essential (E)
Desirable (D)

Qualifications

Recognised qualification in counselling or psychotherapy (Level 4 Diploma minimum) E

Accredited membership of BACP and/or ACC, and included on those or another professional register of counsellors. E

Level 5 or higher diploma in counselling D

Certificate in supervision D

Experience, expertise and skills

Five years clinical experience E

Excellent organisational and management skills E

Experience of managing a counselling service department D

Experience of recruitment, line management and mentoring of staff and trainees D

Ability to assess clients' needs including those with complex needs E

Ability to manage allocation of bursary funding E

Ability to work with policy requirements including GDPR and health and safety E

Experience using IT systems to manage and monitor counselling services D

Personal attributes

Ability to work with Trustees and as part of a team E

Enthusiastic, proactive and takes initiative E

Ability to set and maintain clear boundaries E

Able to work under pressure, managing competing demands E

Excellent oral and written skills E

Willingness to learn new skills E

Ability to work in a changing and developing organisation E

Terms of employment

Hours: 12 hours per week.
Initially, the role is assessed as 12 hours per week, but with scope to expand as the role and the service develops.

Salary: £15,600 p.a.
Salary is based on £25 per hour, which would equate to a salary of £48,750 as a full time equivalent based on 37½ hours per week.

Holiday: 5 weeks p.a plus bank holidays.
This would total 60 hours paid holiday, which is equivalent to 25 working days pro rata full time equivalent.

Pension: 5% pension contribution to Nest government workplace pension scheme. Alternatively, an equivalent pension contribution could be paid to an existing personal scheme.

Notice: Three months' notice on either side.

Probation: Six months, with one month's notice on either side during this period.

Further requirements:

- All successful candidates must have the right to work in the UK.
- The role is subject to receipt of satisfactory references and Enhanced Disclosure and Barring Service checks.
- TCS maintains a Christian ethos and, as such, it is a requirement that the postholder be aligned with the Christian ethos, vision, mission and outcomes of the Charity.

Application process

Further information, and copies of the ethos / vision / mission / outcomes statement can be obtained from Andy Simmonds, Chairman of Trustees: andy.simmonds@tonbridgecounsellingservice.co.uk

Applicants should send the following to the Chairman of Trustees as pdf documents attached to an e-mail:

- An up-to-date CV
- A letter which explains how you meet the requirements of the Person Specification.
- Three names and contact details of referees: one counselling reference, one personal reference, and one from a Church Leader or spiritual director.

Applications will close on 30th April. It is hoped the successful candidate would commence work on 1st July, allowing time for induction and initiation before the summer break.