



## APPLICATION PACK

### Counselling Service Manager

Thank you for the interest you have shown in our Counselling Service Manager vacancy. This pack covers all the information you should need about Wellspring and the role:

- Introduction to Wellspring
- Job description
- Person specification
- Terms and conditions of employment

However, please do not hesitate to contact us if you have any questions. You can ring the office on 01423 881 881 and ask to speak to Jo or Sarah.

To ensure that you complete the form as effectively as possible, you may wish to take note of the following information:

1. To apply for the post you must complete the application form provided. CVs should not be included as the information within them will not be used as part of the shortlisting process.
2. Applicants should fill out the application form as fully as possible, paying particular attention to the section requesting additional information. This section will be used to shortlist candidates against the person specification. Candidates should explain how they meet each of the criteria listed in the person specification.
3. The deadline for receipt of completed application forms is **9 am on Tuesday 10 April 2023**. Please note that applications received after the closing deadline will not be considered.
4. Interviews will be held in the **week beginning Monday 24 April 2023**.

5. Completed application forms should be saved in word format only and emailed to [jobs@wellspringtherapy.co.uk](mailto:jobs@wellspringtherapy.co.uk). Alternatively, you may post your application to:

Therapeutic Lead  
Wellspring Therapy and Training  
78 High Street  
Harrogate  
HG2 7LW

Applicants are advised that short-listing will be completed soon after the closing date and those candidates chosen for interview will be contacted as soon as possible.

Unfortunately, due to limited resources it is not possible for us to contact candidates who are not selected for interview, nor is it possible for us to provide feedback on applications that are not shortlisted for interview. Therefore, please be aware that, if you have not heard from us within two weeks of the closing deadline, you should assume that your application has been unsuccessful on this occasion.

### **Safeguarding**

Applicants should be aware that Wellspring is committed to safeguarding and protecting all children, young people and adults at risk and as such implements robust safer recruitment practices. We aim to deter unsuitable applicants from applying for roles with vulnerable groups whilst ensuring that all candidates are treated fairly, consistently and in compliance with all relevant legislation.

This includes identifying and rejecting applicants who are unsuitable to work with our client groups. We ensure that we receive satisfactory references and undertake DBS checks at the level appropriate to the role we are appointing to.

## **Introduction to Wellspring**

Founded in 2003, Wellspring is a counselling and training centre seeking to restore hope, develop resilience and facilitate positive change in the lives of children and adults suffering from emotional distress.

### **Our objectives are to:**

- provide affordable, professional, psychological support to adults and young people in emotional distress.
- Promote good mental health through education and training.
- Be recognised as a centre of excellence within our field.

### **We do this through:**

- providing one-to-one counselling for children (4-18 years) and adults from our centre,
- providing counselling to young people in local high schools,
- facilitating supervision for clinical and pastoral professionals,
- coordinating support groups and education on several topics within mental health,
- providing affordable training to individuals, businesses, churches and schools on how to prevent poor mental health.

Our heart is to see an end to darkness and distress in people's lives. Our Christian faith motivates us in the belief that all can experience freedom and hope from their experiences. Whilst we are a Christian organisation, our services are open to all. We welcome volunteers and staff from a variety of backgrounds who are sympathetic to our Christian values.

In 2018, we moved into our current premises, which are enabling us to steadily grow. These premises provide 9 counselling rooms (two designed for play therapy), a training room and comfortable space for staff and volunteers.

In 2021, we supported over 700 individuals. We are currently offering approximately 140 counselling sessions per week from our centre, both online and face to face.

We are passionate about removing all barriers to individuals accessing support, which is why we offer an affordable service. This means we ask clients to contribute to the cost of their sessions an amount they feel able to, this is from as little as £5 per session. Therefore, some of our income is sustainable coming from client fees, training events and contracts. We then generate the rest of our funding through community fundraising, campaigns, events, churches, group and individual donations, corporate sponsorship, applications to grants and foundations and renting out rooms in our building.

### **Our Team:**

The current staff team is made up of 22 part-time members (Executive Director, Therapeutic Lead, Head of Fundraising, Operations Officer, Finance Officer, HR Manager, Training & Education Coordinator, Counselling Team Manager, Administrator, Receptionist, Administrator /Receptionist, Communications Officer, 2 Adult Counsellors, 3 Schools Counsellors, 2 Young People's Counsellors, 2 Young People's Group Workers and last but not least a Cleaner).

Our volunteer team is made up of over 40 volunteers working in a variety of roles including counsellors, welcomers, gardeners, trustees, fundraisers, event support,...

As our current Counselling Team Manager is retiring, and the demand for our services continues to grow, we are taking the opportunity to expand our staff team with two new management positions to work collaboratively in running our adult and children & young people's services. We are recruiting for these posts at the same time to ensure the post-holders complement one-another and between themselves can cover the full range of requirements. Whilst it is not a job share, there is flexibility in the roles depending on who applies.

## Job Description

Job title	Counselling Service Manager (Adult counselling service)
Salary & Hours	30 hours per week, worked over 4 days, to include Tuesday evening until 8:45pm. SCP 23-26, FTE £30,151- £32,909
Contract	Permanent, subject to the charity's funding.
Responsible to	Therapeutic Lead
Location	Starbeck, Harrogate, North Yorkshire
Benefits	25 days holiday plus bank holidays (pro rata) rising 1 day per year after 3 years of service to a maximum of 30 days.

### Vision

Wellspring aims to restore hope, develop resilience and facilitate positive change.

### Objectives

- Provide affordable, psychological support to adults and young people in distress.
- Promote good mental health through education and training.
- Be recognised as a centre of excellence within our field.

### Purpose of the role

The post holder will be responsible for the day to day running of Wellspring's counselling service. They will take responsibility as a Deputy Safeguarding Officer.

They will have excellent administration and teamworking skills, capable of using Microsoft Office programs without assistance from others and be a qualified, experienced counsellor.

The post holder must be sympathetic to the Christian ethos and vision of Wellspring.

## Key Tasks

### **Administration and Coordination of the Counselling Service**

- Is responsible for the coordination and administration of the adult counselling service. This includes maintaining the Lamplight database, spreadsheets and paperwork in a highly organised manner.
- Ensure confidentiality for clients and counsellors is maintained to a high level.
- Assess client self-referrals and respond to enquiries regarding the counselling service.
- Allocate clients to appropriate counsellors and manage the adult waiting list for counselling services.
- Liaise with clients to confirm bookings and answer queries to maintain the smooth running of the service.
- Oversee the maintenance of the Associate Counsellor Scheme, Wellspring's fee-paying counselling service.
- Liaise with partner businesses and organisations to co-ordinate the offer of the counselling service.
- Keep accurate records and provide monthly statistics, case studies and data for report purposes.
- Archive counselling records.
- Respond to requests for data/information from clients.

### **Management and support of the counselling team – adult volunteers, employees and contractors (ACS)**

- With assistance from the HR Manager, select prospective volunteer counsellors for interview.
- Manage the recruitment of new student and qualified counsellors into the team, working to create a team of balanced ability, to provide stability to the service. Provide interviews, induction and Lamplight training to all new counsellors.
- Support the counselling team to ensure a safe and effective counselling service. Conduct a line management meeting at least annually with each qualified counsellor.
- Help create an open and inclusive team environment in which individuals feel respected and valued for their contribution.
- Work in collaboration with the Children & Young People's Service Manager to run counsellor team meetings approximately 3 times per year.
- Ensure any volunteer counsellors working remotely are working ethically and are supported through a structure of regular contact.
- Authorise expense claims and ACS invoices.

### **Student counsellors on placement**

- Maintain relationship with universities as a placement provider through attending placement provider meetings and being available as a point of contact to discuss any changes to the university requirements.
- Meet with all student counsellors on a regular basis – approx 3 times per year.
- Support and oversee student counsellors as required. This can include participating in 3-way meetings and signing placement hours logs.

### **Manage employed counsellors**

- Support employed counsellors to ensure that they are able to fulfil their roles.
- Meet with them on a regular basis to provide, line management and guidance with any safeguarding issues.
- Conduct annual appraisals.
- Authorise expenses, annual leave, ensure timesheets are completed.

### **Counselling Practice**

- Provide one-to-one counselling sessions for a small case load of adult clients practising ethically and professionally. The number of sessions will be agreed with the Director.
- Arrange appropriate external supervision for therapeutic work.

### **Responsibility for Quality and Safety of the Service**

- Ensure all work carried out adheres to the BACP's Ethical Framework for Good Practice and ACC's Code of Ethics. Ensure the organisation and counsellors are kept updated with changes to law and procedure that affects their practice.
- Create and revise counselling procedures in line with the needs of the service.
- In conjunction with the Therapeutic Lead, ensure policies are implemented and adhered to.
- Take responsibility as a Deputy Safeguarding Officer for the whole counselling team including Children & Young People counsellors - using Wellspring's safeguarding policies and procedures.
- Ensure adult service counsellors complete safeguarding training bi-annually.

### **Collaborative working**

- To work collaboratively with the Children & Young People's Service Manager, sharing resources and supporting each other to enable the smooth and safe running of the whole counselling service. This will involve working together to interview prospective counsellors for either service and supporting counsellors in either service with queries.
- Support the day-to-day operations of Wellspring through being a team player.



<b>Personal specification</b> <b>Counselling Service Manager (adult service)</b>		
Criteria	Essential	Desirable
<b>Qualifications</b>  Min. Diploma level qualification in Counselling  Registered with a professional body (i.e. BACP/ACC)  Recent child protection/safeguarding training.	E  E	D
<b>Skills/competencies</b>  Ability to establish and maintain effective communication with clients and external organisations.  Ability to provide one-to-one counselling/psychotherapy to adults.  Ability to provide line management and support to counsellors working therapeutically with clients.  Ability to implement and maintain systems for monitoring and evaluating work, including statistical analysis.  Ability to manage own workload and use initiative.  Exceptional organisation, planning and administration skills including using Microsoft Office programmes Word and Excel without assistance from others.  Self-motivated, punctual, tenacious, reliable and able to maintain confidentiality.  Excellent written and spoken (face to face and phone) communication skills.  Ability and experience of working flexibly in a small team and building strong relationships with colleagues.	E  E  E  E  E  E  E	



<p><b>Experience</b></p> <p>Experience of managing a team, including conducting 1:1 line management, team meetings and interviews.</p> <p>Experience in assessing safeguarding concerns for adults and young people and the ability to act on these in accordance with relevant safeguarding procedures.</p> <p>Experience in carrying out assessments including assessment of a client's suitability for counselling.</p> <p>Experience in assessing and allocating clients within a team of practitioners.</p> <p>Post qualification counselling experience.</p> <p>Experience of working in a counselling/ therapeutic environment and maintaining confidentiality within an organisation.</p> <p>Experience of working online in counselling through telephone and video conferencing.</p>	E	D
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<p><b>Personal qualities</b></p> <p>Sympathetic to / sharing the Christian ethos and vision of Wellspring.</p>	E	

## Terms and Conditions

<b>Place of work:</b>	Wellspring House, 78 High Street, Harrogate, HG2 7LW.
<b>Salary:</b>	SCP 23-26, FTE £30,151- £32,909
<b>Hours:</b>	30 hours per week, worked over 4 days, Tuesday to Friday to include Tuesday evening until 8.45pm. The nature of the work will necessitate working outside of the agreed work pattern from time to time to meet the needs of the role. Paid overtime is not available, but time off in lieu will be given.
<b>Contract:</b>	12 months with a review and any extension subject to funding being available.
<b>Holiday entitlement :</b>	25 days holiday plus bank holidays (pro rata) rising 1 day per year after 3 years of service to a maximum of 30 days.
<b>Pension:</b>	You may be eligible to be auto enrolled into the Charity's pension scheme – further details are available from the Finance Officer.
<b>Family Friendly Policies:</b>	Wellspring offers generous benefits in relation to its Family Friendly Policies. Further details are available from the HR Manager.
<b>Notice period:</b>	Generally, 4 weeks following successful completion of a 6-month probationary period.
<b>Equality and diversity:</b>	Wellspring is committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance and the elimination of all forms of discrimination in the workplace for all staff, job applicants and clients. We aim to create a working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.