

## Job Description

Job title	Counselling Service Manager (Children & Young People)
Salary & Hours	21 hours per week, worked over 3 or 4 days to include Wednesday evening until 8:45pm. FTE £30,151- £32,909
Contract	Permanent, subject to the charity's funding.
Responsible to	CEO
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, children, and young people in distress.
- Promote good mental health through education and training.
- Be recognised as a centre of excellence within our field.

### Values

- We are a welcoming community to all who are involved in our organisation.
- We are committed to practising professionalism.
- We endeavour to be ethical in all decision making and practice.
- The charity is motivated, in all its activities, by Christian faith and values.
- We foster a culture of generosity, to both our team and our clients.

## Purpose of the role

The post holder will be responsible for overseeing the day-to-day operations of Wellspring's counselling service, ensuring its smooth, efficient and ethical functioning. They will share a responsibility for maintaining compliance with legal and ethical standards. They will cultivate an open, supportive environment where counsellors can openly explore any risk or safeguarding concerns arising from their counselling sessions, and hold a responsibility as a Safeguarding Lead for the organisation.

Experience in therapeutic work with adults and/or young people is essential. The post holder will provide line management support and demonstrate excellent leadership, organisational and communication skills. Proficiency in using Microsoft Office programs is essential.

Wellspring currently operates a large Adult Counselling Service and a smaller Children and Young People's (CYP) Counselling Service. The post holder will work alongside the existing Counselling Service Manager to support the team working with adults and will use their experience of working with children and families to manage the CYP service. They will also collaborate with the CEO and external partners to further develop and expand the CYP Counselling Service.

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

## Key Tasks

### Managing, overseeing and developing the Children and Young People's Service

#### Children & Young People's (CYP) Counselling Service

- Provide support and guidance to staff, volunteer counsellors and parents regarding this service.
- Ensure that the service provided meets ethical and professional standards.
- Keep in regular contact with the CYP counselling team, through existing 'sharing space' meetings and other methods of staying in touch.
- Keep up to date with information regarding services /agencies working with children and young people and attend multi-agency meetings.

### **School counselling service**

- Ensure school contracts are fulfilled by school counselling staff, reviewed termly and re-contracted annually.
- Maintain communication with the school counsellors, providing them with regular line management, facilitating peer support and be a point of contact in urgent situations.
- Ensure timesheets and service reports are completed termly.
- Re-recruit for schools' counsellors as and when needed.

### **Manage employed /contracted counsellor(s)**

- 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.

### **Children & Young People's Service development**

- Work with the CEO to develop the offer of Wellspring's services to C&YP.
- Research and critically analyse evidence in mental health and counselling.

The following duties are to be carried out in collaboration with peer Counselling Service Manager for the adult counselling service:

### **Management and support of the counselling team**

- Select prospective counsellors for interview.
- Manage the recruitment of new student and qualified counsellors. Working to create a team of balanced ability, to provide stability to the service. Provide interviews and induction 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 volunteer counsellor.
- Help create an open and inclusive team environment in which individuals feel respected and valued for their contribution.
- Work in collaboration with peer Counselling Service Manager to run counsellor team meetings approximately 3 times per year.

### **Student counsellors on placement**

- Maintain relationships with universities/training organisations as a placement provider through attending placement provider meetings and being available as a point of contact to discuss any changes to the training organisation's requirements.
- Meet with all student counsellors on a regular basis – suggest 3 times per year.
- Support and oversee student counsellors as required. This can include participating in 3-way meetings and signing placement hours log.

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

- Provide coordination to ensure a smooth and effective counselling service. This includes maintaining the room bookings, Lamplight database, spreadsheets and paperwork in a highly organised manner.
- Ensure confidentiality for clients and counsellors is maintained to a high level.
- Assess client referrals and respond to enquiries regarding the counselling service.
- Allocate clients to appropriate counsellors and manage the waiting lists for counselling services.
- Liaise with clients to confirm bookings and answer queries to maintain the smooth running of the service.
- Keep accurate records and provide monthly statistics, case studies and data as required by the CEO and for report purposes.
- Ensure data is retained and destroyed in line with Wellspring policies.
- Support the day-to-day operations of Wellspring through being a team player.

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

- Ensure policies are implemented, reviewed and adhered to.
- Ensure all work carried out adheres to the British Association of Counsellors & Psychotherapists (BACP)'s Ethical Framework for Good Practice and Association of Christian's in Counselling (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.
- Share the responsibility as Safeguarding Lead for the counselling team including Empower Group Workers - using Wellspring's safeguarding policies and procedures.

### Counselling/Therapeutic Practice (Subject to holding a suitable qualification)

- Provide one-to-one counselling sessions for adults or children & young people, practising ethically and professionally.
- Arrange appropriate external supervision for therapeutic work.