**Job Description and Person Specification**

**Counselling Development Manager – (Teenage Girls, 13 – 19 years)**

Salary: £27,300 per annum pro rata (currently under review)

Hours: Part-time (25 hours per week, Monday – Friday) (some flexibility)

Location: Southport (Monday) Litherland (Tuesday – Friday)

Reporting to: Chief Executive

Responsible for: Management of Teenage Girls Counselling Service, Volunteer

Counsellors and expansion of service.

Contract type: Fixed-term for 12 months with possibility of extension (dependent on

funding)

Swan Womens Centre is a mental health and wellbeing charity that works with women and teenage girls who may be experiencing mental and/or emotional distress, loneliness and/or isolation.

We provide a range of wrap around services and support for women and girls including counselling, befriending, mental health practitioner support, advocacy and counsellor led support groups, legal advice (family support) as well as therapies such as Reiki, Reflexology, Mindfulness, Yoga, Art Therapy as well as peer support group and activities such as knitting, card making, mosaics and much more.

**Role**

Our Counselling Service is a busy, well-established counselling service for women across Sefton (our teenage girls service is still relatively new). We also provide counselling placements to trainees on accredited counselling diplomas/degrees.

We are recruiting a Counselling Development Manager to coordinate, lead, develop and expand our counselling services (teenage girls). This is a senior management position in a thriving organisation and requires an experienced practitioner (BACP, UKCP or BPC accredited) with a willingness to embrace and develop a broad range of counselling models. Experience of developing services is essential.

You will have experience of counselling, management and experience of developing funding/ commissioning applications and relationships. We want your help to expand our successful teenage girls counselling services into other settings.

The successful candidate will hold a small caseload of complex cases but will spend a significant part of their time managing and developing this service. Experience and practice in mentoring trainees and volunteers would be welcome. The successful candidate will need to demonstrate high levels of professionalism, leadership and management skills. Close liaison with the Chief Executive and the Counselling and Wellbeing Manager (adults) will be an integral part of the work.

The role is subject to receiving satisfactory references, Enhanced Disclosure and Barring Service check and a six month probationary period. Initial hours will be 25 hours per week, but there is scope for this position to become full-time in future, subject to the requirements and demands of a growing service. Some evening work will be required (Litherland Centre has 3 late nights per week until 7pm and 8pm)

**Responsibilities**

Service Management and Development

* To coordinate, manage and lead a safe, professional and accessible counselling service (teenage girls).
* To develop and review appropriate policies and procedures, including referral, assessment and administrative procedures.
* Carry a small complex case load.
* Carry out assessments for clients who wish to access this service.
* Allocate clients to individual trainee and qualified counsellors (as appropriate).
* Manage and supervise a small group of volunteer counsellors who work with the service (we hope to expand the number as the service grows).
* Liaise with clients, parents/carers and 3rd party referrers as well as other professionals.
* Ensure that all client records are kept up to date on the database.
* To provide information on the counselling service, the role of the counsellor and the boundaries of confidentiality to young people and parents/carers.
* To complete and provide monitoring information as agreed with funders/commissioners.
* To perform duties within the codes of practice and ethics recommended by the BACP, UKCP or equivalent organisation.
* To be aware of national policies, issues and trends relating to young people and their mental health care.

Development of Service

* Develop and expand existing service provision.
* Develop relationships with potential funders.
* Identify and write funding/commissioning applications
* Play a role in the writing of fundraising strategy for the service.
* Work with others within the team to identify need
* To liaise and network with relevant statutory and voluntary sector partners.
* To liaise with regulatory bodies.

**Miscellaneous Accountabilities**

* To develop professional working relationships with colleagues and with external agencies.
* To take an active role in training and team meetings
* Take an active and constructive role in supervision and appraisal.
* Comply at all times with SWAN’s policies and procedures
* Maintain confidentiality of sensitive information pertaining to clients and the charity.
* Exhibit a professional, friendly and approachable demeanour to clients, colleagues and other professionals at all times.
* Utilise effective time management techniques to ensure all tasks are completed within agreed deadlines.
* Any other duty that may be required, commensurate with job title and salary (our services are continually changing – flexibility and adaptability is essential).

**Person Specification**

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| **Qualifications** | |
| Relevant counselling qualifications at diploma level or above (Level 4 or above) | E |
| BACP / UKCP Registration. | E |
| BACP / UKCP accreditation. | D |
| Training in a range of Counselling modalities. | D |
| Management Qualification | D |
|  | |
| **Experience** | |
| Minimum 12 months post qualification experience working with young people. | E |
| Experience of assessment and understanding client’s needs, including risk assessment | E |
| Experience of monitoring data, impact and outcomes. | E |
| Experience of group work | D |
| Working and contributing to staff meeting, training and your own supervision. | E |
| Experience of managing service development | E |
| Experience of managing people (staff/volunteers) | E |
|  | |
| **Knowledge, Skills and Abilities** | |
| Excellent organisational/administration skills. | E |
| Excellent understanding of safeguarding and the ability to manage complex issues confidently. | E |
| An understanding of the particular factors and issues faced by young people in relation to the maintenance of good mental health and emotional well-being. | E |
| Ability to engage with young people to build therapeutic rapport. | E |
| Ability to work flexibly and outside of normal office hours. | E |
| Ability to communicate across professions to promote understanding of counselling and client concerns, whilst observing appropriate boundaries including confidentiality. | E |
| An ability to work within ethical, procedural and good practice frameworks | E |
| Good IT skills | E |
| **Attitude and Disposition** | |
| Excellent interpersonal skills and ability to maintain clear boundaries | E |
| Strong team working ethos and team management skills | E |
| A commitment to continue professional development. | E |
| Positive, strength based approach and an ability to problem solve. | E |
| Understanding of Equality and Diversity and Commitment to meeting the individual needs of young people. | E |
| Positive can do attitude. | E |
| Experience of working under pressure and handling competing demands | E |

**How to apply**

**Closing date: Monday 27th November 9am**

Please complete an application form which can be found on our website: [www.swanwomenscentre.org](http://www.swanwomenscentre.org)

Once complete return to: Karen Christie, Chief Executive.

Address: SWAN Women’s Centre. Linacre Road, Litherland, Liverpool L21 6NR

Email: [ceo@swanwomenscentre.org](mailto:ceo@swanwomenscentre.org)

Mobile: 07804 894241

For further information or to discuss further feel free to email or ring me directly.