

## Deputy Manager – Carer Counselling

November 2021

Title of post	Deputy Manager – Carer Counselling
Employer	VOCAL - Voice of Carers Across Lothian
Location	30/1 Hardengreen, Eskbank, EH22 3NX and 60 Leith Walk, EH6 5HB
Hours	18 hours per week, incl. one evening and occasional weekends
Salary Scale	Points 57, £16.51 per hour; £31,000 per annum (pro rata)

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### Purpose of the service

To provide individual time-limited and longer-term counselling to carers in Midlothian and Edinburgh through qualified and trainee volunteer counsellors.

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To support the management, coordination and development of all aspects of VOCAL's Carer Counselling Service, primarily in Midlothian. This includes

- ◆ Recruitment, induction, support and line management of volunteer and paid sessional counsellors
- ◆ Referral management, carer assessment through intake sessions and client allocation
- ◆ Deputising for the Counselling Manager as required

### Improved Outcomes for Carers

The postholder will support VOCAL to contribute to the following outcomes for carers:

- ◆ Carers will report being better informed about issues linked to their caring role
- ◆ Carers will report improved confidence in their ability to shape services and support
- ◆ Carers will report improved confidence in managing their caring role
- ◆ Carers will report improved physical and mental wellbeing
- ◆ Carers will report improved confidence in their ability to deal with the changing relationships resulting from the caring role
- ◆ Carers will report improved social wellbeing
- ◆ Carers will report improved economic wellbeing
- ◆ Carers will report improved personal safety in relation to their caring role

### Person specification

Essential experience, skills and knowledge required for this post:

#### Essential Experience

- ◆ post-qualification counselling practice
- ◆ experience of service management and business planning
- ◆ experience of conducting counselling assessment/intake sessions
- ◆ experience in managing or supporting counsellors

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- ◆ membership of a relevant professional body, e.g. BACP, COSCA
- ◆ experience in managing own work load and of writing reports

### Skills

- ◆ ability to motivate and encourage people
- ◆ good listening, verbal and written skills, and ability to write reports
- ◆ ability to prioritise work and to establish work plans in accordance with service aims and objectives
- ◆ ability to work both individually and as part of a team
- ◆ proficiency in use of computers and digital communication

### Knowledge

- ◆ a good understanding of issues relevant to carers
- ◆ understanding of counselling and its relevance to carers
- ◆ understanding of different counselling models and approaches
- ◆ an understanding of issues relating to working with and supporting staff and volunteers
- ◆ understanding of and commitment to Equal Opportunities

### Desirable

- ◆ experience of using CORE evaluation system
- ◆ knowledge of statutory and voluntary sector service providers

## Job Description

### Management & Development

Lead responsibility in Midlothian to

- ◆ provide day to day management and coordination of the service
- ◆ develop volunteer and paid counselling provision
- ◆ liaise with partner agencies and other counselling services for mutual benefit
- ◆ link the Counselling service to VOCAL's Midlothian carer support services
- ◆ develop remote and outreach counselling by digital means and in locality bases

Assist the Counselling Service to

- ◆ establish, implement and review service plans, policies, procedures, and good practice as are relevant to counselling practice within COSCA and BACP guidelines
- ◆ financial management of the service, e.g. client voluntary contributions
- ◆ complete COSCA's annual monitoring requirements and any complaints issues

### Counsellor recruitment, training & support

Assist the Counselling Service to

- ◆ identify and recruit potential student and qualified counsellors
- ◆ ensure counsellors receive regular clinical supervision at the required level
- ◆ ensure confidential case records are maintained by all counsellors and a strict code of confidentiality is adhered to at all times
- ◆ ensure that counsellors work within recognised professional standards
- ◆ support counsellors in all aspects of their work

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- ◆ undertake probationary and annual reviews
- ◆ hold quarterly team meetings

### Administration

- ◆ ensure that the day to day administration of the service is maintained to a high standard
- ◆ maintain appropriate records, including financial, statistical, evaluations

### Monitoring and Evaluation

Assist VOCAL to ensure

- ◆ application of CORE system for the evaluation and review of counselling outcomes
- ◆ the service has a system for user feedback and evaluation
- ◆ the service maintains accurate statistical information

### Management Accountability

The postholder will be accountable to the Service Manager and Head of Carer Support in Midlothian. The post holder will:

- ◆ plan and implement with VOCAL business plans and annual workplans for the service
- ◆ maintain records of work done and report on a regular basis to their line manager
- ◆ participate in VOCAL staff team planning meetings
- ◆ co-operate with VOCAL Quality Assurance exercises

### Staff Development

- ◆ There will be a comprehensive induction programme during the first four weeks in post
- ◆ Training for further professional development may be provided if appropriate
- ◆ VOCAL places emphasis on team accountability and mutual support

### Conditions of Service

The postholder will work 18 hours a week including some evening work and occasional Saturdays. VOCAL operates a 36-hour week for full time staff.

Annual leave provision is 32 days (pro rata) with six statutory public holidays

Pension: The postholder has the option to join a group pension scheme. VOCAL will match pension contributions by the employee with up to 6% contribution from the employer

Union: VOCAL will recognise appropriate Trade Union membership

A Criminal Records Check will be required for this post.