

Freephone Support Line: 0808 802 5555

Business Line: 01383 732289

Web: www.fifewomensaid.org.uk **Email:** info@fifewomensaid.org.uk

JOB PROFILE

Job title	Team Senior, Counselling Services	

JOB DESCRIPTION

Job purpose

The purpose of this post is to oversee and support counselling employees, associate counselling staff, counselling students and volunteers delivering services to women, children and young people affected by domestic abuse. This will include providing a supervisory and support role for direct reports, ensuring that policies and procedures are followed and that high quality, consistent and trauma-informed counselling is provided by Fife Women's Aid. The role will also involve deputising for the Operational Lead as required.

Reporting to

Fife Women's Aid Operational Lead

Direct reports from

Counselling employees, associate counsellors, student counsellors and volunteer counsellors

Key activities

Responsible, under the general direction of the Operational Lead and CEO, to provide team leadership, supervision and developmental support to direct reports, making decisions on day-to-day service delivery and ensuring staff are supported to deliver high quality, trauma-informed counselling services.

- 1. Ensure the quality provision of counselling services to women, children and young people who experience domestic abuse and live in the Fife area.
- 2. Supervise practice of direct reports, ensuring appropriate services are being delivered.
- 3. Ensure counselling supervision is provided for all counsellors, in accordance with COSCA requirements.
- 4. Contribute to effective recruitment and selection processes, adhering to safer recruitment procedures.
- 5. Ensure effective management of staff, students and volunteers in line with FWA HR policies and guidance, with emphasis on performance management and the development of potential through appropriate delegation and training.







- 6. Ensure staff, students and volunteers follow organisational working practices, systems and processes.
- 7. Provide training to staff, students and volunteers and source external training opportunities as required.
- 8. Work collaboratively with others to plan counselling sessions, co-ordinate venues and other activities to ensure the smooth running of the services.
- 9. Work collaboratively with all members of the management team and other Fife Women's Aid employees, volunteers and students to encourage service user participation as required.
- 10. Participate in the planning, delivery and evaluation of counselling services provided to women, children and young people, ensuring that monitoring data is available to meet the requirements of funders and regulatory bodies.
- 11. Ensure the service operates within organisational policies, procedures and is compliant with legislation and the requirements of regulatory and funding bodies. Keep up to date with changes in legislation and working practices and ensure COSCA ethics are adhered to at all times.
- 12. Perform administrative tasks in a timely way to ensure smooth running of the service. Provide written reports as required.
- 13. Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work.
- 14. Comply with, and ensure compliance with, relevant health & safety legislation and good practice as set out in Fife Women's Aid H&S policies and guidance.
- 15. Promote the work of FWA in the local and wider community, helping to raise awareness of domestic abuse issues affecting women, children and young people.
- 16. Support the promotion of FWA's public and media profile.
- 17. Perform other duties as reasonably required by Fife Women's Aid CEO and Operational Lead and show commitment to ongoing personal development.

Team Senior person specification

Relevant qualification in management, counselling, social work, community education, SVQ level IV or equivalent or willingness to work towards gaining the relevant qualification for registration with the SSSC At least 2 years experience working in a counselling or social care environment. Post holder will be required to register with SSSC At least 2 years experience of directly managing staff D Competencies Essential Desirable Understanding of counselling principles and ethics Understanding of the impact of domestic abuse on women, children and young people Knowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse D Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation Personal qualities Besential Desirable Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive E Special requirements E Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife Ability to have business motor insurance and to transport others E	Qualifications, training and experience	Essential	Desirable
to work towards gaining the relevant qualification for registration with the SSSC At least 2 years experience working in a counselling or social care environment. Post holder will be required to register with SSSC At least 2 years experience of directly managing staff Desirable At least 2 years experience of directly managing staff Competencies Essential Desirable Understanding of counselling principles and ethics Understanding of the impact of domestic abuse on women, children and young people Knowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation Dairaing skills Desirable Ability to demonstrate a positive, person-focused and teamworking approach Elementary of the impact of domestic abuse and anti-discriminatory Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Elementary of the properties	Relevant qualification in management, counselling, social work,	E	
registration with the SSSC At least 2 years experience working in a counselling or social care environment. Post holder will be required to register with SSSC At least 2 years experience of directly managing staff Desirable At least 2 years experience of directly managing staff Desirable Understanding of counselling principles and ethics E Understanding of the impact of domestic abuse on women, children and young people Rowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse D Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation D Personal qualities Ability to demonstrate a positive, person-focused and teamworking approach E Reliable and responsive Special requirements Committed to equal opportunities and anti-discriminatory E Package of monitoring and weekends Full driving license and access to own transport to support travel throughout Fife	community education, SVQ level IV or equivalent or willingness		
At least 2 years experience working in a counselling or social care environment. Post holder will be required to register with SSSC At least 2 years experience of directly managing staff Competencies Essential Desirable Understanding of counselling principles and ethics Understanding of the impact of domestic abuse on women, children and young people Competencies E Understanding of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems E E E E Understanding of current legislation, regulation and best practice in relation to domestic abuse D D Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation D Personal qualities E Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife			
environment. Post holder will be required to register with SSSC At least 2 years experience of directly managing staff Competencies Essential Desirable Understanding of counselling principles and ethics Understanding of the impact of domestic abuse on women, children and young people Knowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation Training skills Desirable Personal qualities Essential Desirable Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive E Special requirements E Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends E Full driving license and access to own transport to support travel throughout Fife	-		
At least 2 years experience of directly managing staff Competencies Essential Desirable Understanding of counselling principles and ethics Understanding of the impact of domestic abuse on women, children and young people Knowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Enowledge of monitoring and evaluation Training skills Personal qualities Essential Desirable Special requirements Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Ellid driving license and access to own transport to support travel throughout Fife	, , ,		
Understanding of counselling principles and ethics E Understanding of the impact of domestic abuse on women, children and young people Knowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders E Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems E Excellent self-management and organisational skills E Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. E Knowledge of monitoring and evaluation Training skills D Personal qualities Essential Desirable Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive E Special requirements E Special requirements E Full driving license and access to own transport to support travel throughout Fife	environment. Post holder will be required to register with SSSC	E	
Understanding of counselling principles and ethics E Understanding of the impact of domestic abuse on women, children and young people Knowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills E Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation D Training skills D Personal qualities Essential Desirable Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive E Special requirements E Special requirements E Signal Desirable E Full driving license and access to own transport to support travel throughout Fife	At least 2 years experience of directly managing staff		D
Understanding of the impact of domestic abuse on women, children and young people Knowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation Desirable Personal qualities Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Special requirements Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Competencies	Essential	Desirable
children and young people Knowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Exnowledge of monitoring and evaluation Domotoring skills Personal qualities Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Exsential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Understanding of counselling principles and ethics	E	
Knowledge of trauma-informed practice Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Exnowledge of monitoring and evaluation Training skills Do Personal qualities Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Essential Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Understanding of the impact of domestic abuse on women,		
Good communication skills, both verbal and written, with ability to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Eunderstanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation Desirable Personal qualities Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	children and young people		D
to engage with a wide range of stakeholders Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills Eunderstanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Enough of monitoring and evaluation Personal qualities Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Knowledge of trauma-informed practice	E	
Competent IT skills, including use of Word, Powerpoint, Outlook, Excel, databases and web based information systems Excellent self-management and organisational skills End Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Enowledge of monitoring and evaluation Personal qualities Essential Desirable Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Good communication skills, both verbal and written, with ability		
Excel, databases and web based information systems Excellent self-management and organisational skills Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Exnowledge of monitoring and evaluation Desirable Personal qualities Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Exsential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Euli driving license and access to own transport to support travel throughout Fife	to engage with a wide range of stakeholders	E	
Excellent self-management and organisational skills Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Expectage of monitoring and evaluation Desirable Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Competent IT skills, including use of Word, Powerpoint, Outlook,		
Understanding of current legislation, regulation and best practice in relation to domestic abuse Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation Training skills Personal qualities Essential Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Excel, databases and web based information systems	E	
in relation to domestic abuse D Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation D Training skills D Personal qualities Essential Desirable Ability to demonstrate a positive, person-focused and teamworking approach E Reliable and responsive E Special requirements Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Excellent self-management and organisational skills	E	
Ability to work on own initiative and within teams towards achieving overall objectives. Knowledge of monitoring and evaluation Training skills Desirable Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive E Special requirements Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Understanding of current legislation, regulation and best practice		
achieving overall objectives. Knowledge of monitoring and evaluation Training skills Desirable Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive Essential Special requirements Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife Essential Essential Desirable E Full driving license and access to own transport to support travel throughout Fife	in relation to domestic abuse		D
Knowledge of monitoring and evaluation Training skills D Personal qualities Essential Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive E Special requirements Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife	Ability to work on own initiative and within teams towards		
Training skills Personal qualities Essential Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive E Special requirements Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends E Full driving license and access to own transport to support travel throughout Fife	achieving overall objectives.	E	
Personal qualities Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive E Special requirements Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife Essential Desirable E Fundamental procession of the process of the pro	Knowledge of monitoring and evaluation		D
Ability to demonstrate a positive, person-focused and teamworking approach Reliable and responsive E Special requirements Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife Ability to demonstrate a positive, person-focused and teamworking approach E Full driving license and access to own transport to support travel throughout Fife	Training skills		D
working approach Reliable and responsive E Special requirements Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife E	Personal qualities	Essential	Desirable
Reliable and responsive E Special requirements Essential Desirable Committed to equal opportunities and anti-discriminatory practice Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife E	Ability to demonstrate a positive, person-focused and team-		
Special requirements Essential Desirable Committed to equal opportunities and anti-discriminatory practice E Ability to work office hours, some out of hours and occasional evenings and weekends E Full driving license and access to own transport to support travel throughout Fife E		E	
Committed to equal opportunities and anti-discriminatory E practice Ability to work office hours, some out of hours and occasional evenings and weekends E Full driving license and access to own transport to support travel throughout Fife E	Reliable and responsive	E	
practice Ability to work office hours, some out of hours and occasional evenings and weekends E Full driving license and access to own transport to support travel throughout Fife E	Special requirements	Essential	Desirable
Ability to work office hours, some out of hours and occasional evenings and weekends Full driving license and access to own transport to support travel throughout Fife E	Committed to equal opportunities and anti-discriminatory	E	
occasional evenings and weekends E Full driving license and access to own transport to support travel throughout Fife E	practice		
Full driving license and access to own transport to support travel throughout Fife E	Ability to work office hours, some out of hours and		
throughout Fife E	occasional evenings and weekends	E	
	Full driving license and access to own transport to support travel		
Ability to have business motor insurance and to transport others	throughout Fife	E	
	Ability to have business motor insurance and to transport others	E	

Organisational culture

Fife Women's Aid is committed to providing a high standard of service to its service users and other stakeholders. The postholder must practice from a trauma informed approach as well as subscribe to the feminist analysis of domestic abuse, and share a commitment to achieving the aims and objectives of Fife Women's Aid.

Membership of Protection of Vulnerable Groups (PVG) Scheme is a requirement of this post.

Fife Women's Aid strives to be an equal opportunities employer and positively welcomes applications from women from all sections of the community.

Under Schedule 9 of the Equality Act 2010 only women are eligible to apply.