Relationships Scotland-Counselling Highland (RS-CH)

**JOB DESCRIPTION**

**Job Title**: Service Manager – part time (21 hours per week)

**Salary scale**: £32,550 pro rata

**Responsible to**: The Board of Directors

**Responsible for**: Direct line management responsibility for all RS-CH staff, counsellors and volunteers

**Location**: Inverness

**Job Purpose**:

* Lead and manage the successful delivery and evaluation of our counselling service within our Relationships Scotland service delivery framework and in line with COSCA ethical frameworks and codes of practice.
* Ensure provision of excellent service to our clients.
* Provide effective leadership of the counsellor team, supervisors, intake workers and the administrative team.
* Oversee and develop the management and delivery of the room hire service and other income generation streams.
* Liaise with the RS-CH Board, management and professional service committees and National Office

**Key Accountabilities**

* Work collaboratively with the RS-CH administrative staff to ensure smooth allocation and matching of clients/counsellors; to negotiate offers of appointments by counsellors to maximise counsellor availability/client uptake and to provide reception cover for RS-CH clients and counsellors at our premises in Inverness.
* Take responsibility for addressing counsellor/client issues, provide essential counsellor case support as required and bring potential complaints to a positive conclusion
* Support and encourage the professional practice and development of

counsellors through the provision of training programmes (CPD), annual review, group supervision, regular meetings with counsellors, and other activities agreed with the Board from time to time;

* Take responsibility for driving forward developments in the organisation and managing change in the counselling team
* Facilitate quarterly meetings with supervisors and group supervisors to identify trends, good practice and collaborate with them to develop services and policies
* Initiate and drive recruitment for new counsellors, intake workers and Board members
* Network and build partnerships with other key agencies and raise the profile of RS-CH externally
* Maintain links with Relationships Scotland (RS) national office and represent RS-CH at RS national meetings via zoom six to eight times per year
* Liaise with the Counselling Development Officer (CDO) to identify, explore and develop new projects or services and new sources of funding and oversee CDO in developing funding applications.
* Take responsibility for overseeing the implementation of RS-CH’s Health and Safety policy, ensuring that reporting employees are aware of and follow health and safety procedures within all aspects of their work and promoting a workplace culture that is positive to good health and safety practice.

**Financial and business management**

* Ensure through working with the organisation’s accountant that appropriate financial accounts are maintained in line with current legal requirements and recommended good practise.
* Oversee salary and invoice payments using RS-CH’s online banking facility.
* Ensure that overall expenditure is within budget by monitoring and reassessing as required.
* Oversee work done by Counselling Development Officer (CDO) to proactively source and negotiate both grant and contractual funding to support existing services and develop and deliver new services.
* Ensure that Board and sub-committee meetings are convened as agreed, are properly managed with clear agenda points and that minutes are clearly detailed, distributed and followed up in timely fashion
* Provide detailed reports to the Chairperson, the Board of Directors and committees as required and to RS-CH's Annual General Meeting.
* Ensure that the Board of Directors and sub-committees receive accurate and timely written or verbal reports from other RS-CH staff as required.
* Undertake such duties as may be required by RS-CH’s Board of Directors that are consistent with the overall aims of the post.
* Be a key holder for RS-CH and ensure the general security of RS-CH’s property.

**Learning and Improving**

* Take responsibility for supporting and supervising members of the RS-CH administrative team in relation to tasks, workloads and priorities.
* Build a supportive team structure and encourage and acknowledge staff involvement and development.
* Contribute to the professional development of others.
* Ensure that all staff understand and apply RS-CH’s policies consistently.
* Recognise potential in other people and allow opportunities for development.
* Ensure that staff receive appropriate professional training and development, in line with budgetary constraints.
* Ensure that all services and activities are provided in accordance with RS’s policies and procedures.

January 2023