

Person Specification and Job Description for the post of:

Deputy Manager – Carer Counselling

POST	Deputy Manager – Carer Counselling
EMPLOYER	VOCAL
SALARY	SJC scale SCP57, £17.88 per hour - £33,588 per annum (pro-rata) VOCAL will match up to 6% pension contribution 33 days paid leave plus 6 public holidays (pro rata)
HOURS	18 hours per week inc. one evening and occasional weekends
LOCATION	The postholder will be based primarily at VOCAL's Carer Centre in Midlothian, 30/1 Hardengreen, Eskbank, EH22 3NX, with occasional meetings at our Edinburgh Carer Hub, 60 Leith Walk, EH6 5HB
CONTRACT	Permanent

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.

Purpose of the post

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:

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
- 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, skills and knowledge required for this post:

- 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
- 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 Services.

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 post is 18 hours per week and will include one evening a week and occasional weekend work. VOCAL operates a 36-hour week for full time staff.

There will be a six month probationary period.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata for part-time staff). This increases with length of service.
- a 6% pension contribution which increases with length of service
- enhanced maternity, paternity and adoption pay
- paid Carer's Leave
- enhanced sick pay
- Cycle to Work Scheme.

The postholder will be expected to become a member of the Protection for Vulnerable Groups (PVG) Scheme (Adults).