



Freephone Support Line for Children & Young People: 0808 801 0422

Freephone Support Line for Women: 0808 802 5555

Business Line: 01383 732289

Web: www.fifewomensaid.org.uk

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JOB PROFILE

Job title	Team Senior, Counselling Services
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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

Qualifications, training and experience	Essential	Desirable
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	E	
At least 2 years experience working in a counselling or social care environment. Post holder will be required to register with SSSC	E	
At least 2 years experience of directly managing staff		D
Competencies	Essential	Desirable
Understanding of counselling principles and ethics	E	
Understanding of the impact of domestic abuse on women, children and young people		D
Knowledge of trauma-informed practice	E	
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		D
Ability to work on own initiative and within teams towards achieving overall objectives.	E	
Knowledge of monitoring and evaluation		D
Training skills		D
Personal qualities	Essential	Desirable
Ability to demonstrate a positive, person-focused and team-working approach	E	
Reliable and responsive	E	
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	
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.