

<b>Job Title</b>	<b>COUNSELLING PRACTICE MANAGER</b>
<b>Hours</b>	20-24 hours per week (negotiable) - Monday/Tuesday evenings & daytime hours Wednesday/Thursday
<b>Term</b>	Permanent
<b>Pay scale and salary</b>	FTE - £31,202 Pro-rata - £21,395 – 24 hours
<b>Location</b>	Changes Office - Musselburgh
<b>Reports to</b>	CEO
<b>Direct Reports</b>	Up to 6 reporting in – Staff counsellors, freelance counsellors and trainees.

### **EXPECTATIONS**

1. All staff are expected and required to comply with Changes Terms and Conditions of Service stated in Changes contract of employment.
2. In addition to the duties and responsibilities outlined in this Job Description, all staff are expected to adopt a flexible approach, undertaking additional tasks or responsibilities as may be required of them by their manager.
3. All staff are expected to have an understanding of the difficulties faced by people with mental health problems and knowledge of mental health issues.
4. All staff are expected to undertake further training as required at the request of their manager.

### **JOB OVERVIEW**

To assist in the development and delivery of Changes Counselling services including line management responsibility for some Changes staff members as well as other counsellors. There will be some work with trainees on placement as well as working with some Changes volunteers.

You will manage the day-to-day running of the counselling service as well as quality assuring their delivery and development.

You will line manage a team of up to 4 people with the opportunity for some volunteers and trainee placements who will require support and supervision.

### **MAIN DUTIES AND RESPONSIBILITIES**

1. Oversee the day to day running of the counselling service.
2. Direct line management, including support and supervision of up to four colleagues.
3. Recruit, train and support counsellors.
4. Source or develop learning opportunities for counsellors to ensure a high-quality therapy provision.

5. Update and maintain counselling procedures to ensure safe and best practice.
6. Monitor and evaluate counselling provisions, update monitoring and evaluation practices as required.
7. Work with the CEO to develop service and meet the demands of the community.
8. Write reports on the therapy provisions as required by funders and at the request of the CEO.
9. Support the Manager in publicising and promoting the counselling service.
10. Carry out monthly audits of waiting lists.
11. Link with relevant professional partners.
12. Be the Duty Manager during other managers absences as required.
13. Work with the CEO to create and maintain a supportive culture for the staff team.
14. Attend and contribute to team meetings and help build and maintain healthy working relationships within the team.
15. Undertake any other reasonable duties as required by the CEO/Board of Trustees/Funders.

#### **CHANGES OPERATING EXPECTATIONS**

- We can efficiently and effectively provide our counselling with a high standard of quality.
- The client pathway is clear and the journey smooth with good communication.
- We can respond to expressed need and develop our services accordingly.
- We can innovate, trial and test new services and models if deemed appropriate.
- Our staff, students, freelance workers and volunteers feel valued, well held and supported by clearly understanding what is expected of them and being heard.
- There is a culture of growth and development so that the team is thriving and in turn, so are our clients.
- We fulfil our duty of care to our staff team and look after our own mental health, as well as that of our clients.

## **JOB DESCRIPTION – COUNSELLING PRACTICE MANAGER**

### **REMIT**

The postholder will oversee the provision of Counselling services offered by Changes East Lothian, ensuring that the delivery of counselling is carried out in compliance with regulatory standards and relevant Policies and Procedures.

### **ACCOUNTABILITY**

The Counselling Practice Manager is accountable to the CEO of Changes East Lothian.

### **RESPONSIBILITIES**

#### **Practice matters**

To be accountable for the standard of practice in relation to the provision of counselling, conforming to standards required by the relevant regulatory bodies.

To be responsible for the recruitment, selection, induction, mentoring, ongoing support and evaluation of counsellors and trainee counsellors.

To be responsible for checking the accreditation and registration of counsellors with the relevant regulatory bodies counsellors, and routinely review their practice.

To ensure that all practitioners are members of a professional body at the level required for government Regulation and by Changes East Lothian's own standards.

To implement and monitor nationally agreed supervision and continuing professional development procedures and standards.

To facilitate effective delivery of the initial counselling assessment (intake) process for counselling clients and ensure clear communications and strong working relationships with other counselling related staff such as the Counselling Client Coordinator and administrative team.

To line manage the staff counsellors and support their best practice to achieve the best outcomes for clients and look after themselves.

To line manage freelance counsellors and support their best practice to achieve the best outcomes for clients and look after themselves.

#### **Operational – beneficiary-facing**

To explore feedback, to investigate any concerns, and action any findings.

### **Operational – administrative**

In conjunction with the Counselling Client Co-ordinator, to monitor the allocation of practitioners' caseloads. To ensure timely completion and checking of relevant paperwork.

In conjunction with the Counselling Client Co-ordinator and the Administrators, to organise administrative work in relation to mediation and counselling, for example allocation, review or closure of cases, and booking and rescheduling appointments.

Based on initial intake assessment documentation, to undertake initial case assessments prior to an offer of support is made. To pass cases on to be allocated to the appropriate practitioner, or to decline support if not appropriate.

To maintain confidential records and case notes and undertake appropriate administrative tasks to ensure efficient delivery of services.

To pass cases on to the administrative team for closure when appropriate.

To provide reports for Management Meetings, Board Meetings, Funders or as and when required by the CEO/Board Trustees.

To oversee any specific contracts/partnerships falling within their remit.

### **Line management duties**

To be responsible for the induction, training, support and monitoring of counselling staff and Practitioners, through informal and formal support and guidance, annual appraisal meetings, and practitioners' meetings.

To offer specific support with safeguarding, health and safety matters and complaints, and to ensure that these are passed on to the CEO as appropriate.

To follow, and help develop, organisational Policies and Procedures, including use of HR Policies and implementation of best practice.

### **Training**

To source local training opportunities and resources, making an appropriate contribution to the overall training plan of the Service.

To organise practitioners' meetings, group supervision, and other events, as required.

## **Stakeholders**

To liaise with beneficiaries, partner agencies and referrers in respect of cases.

To liaise with other professionals within the private, statutory and voluntary sectors, and to promote awareness of our counselling services to professionals, clients and other groups in the wider community.

To represent the Organisation at external events, stalls, third sector fora and any other events as identified.

To develop counselling services and relevant guidance, including promotional materials and presentations in consultation with beneficiaries, staff team, and CEO.

## **Promotional work**

To act in a public relations capacity in respect of the services they oversee, to the general public, professional bodies and statutory and voluntary organisations.

This job description may be periodically amended to suit the needs of the Service.

## **KNOWLEDGE, QUALIFICATIONS, TRAINING & EXPERIENCE**

<b>ESSENTIAL</b>	<b>DESIREABLE</b>
An honours degree of classification 2:1 or above in a social science or health and wellbeing-based therapeutic subject such as counselling, psychology, mental health and wellbeing, music therapy etc.	An experienced counsellor with relevant qualifications and professional body registration and membership. BACP, COSCA etc.
Transferable skills and experience such as line management in a paid and/or volunteer role. Ability to demonstrate what support and supervision colleagues require, specifically in this line of work.	An understanding of the different approaches to counselling including person-centred, psycho dynamic etc.
High standard of report writing. Good IT skills with an ability to use word processing, databases and other Microsoft Office packages such as Excel.	A theoretical framework in counselling or psychology such as CFT, CBT etc.

An understanding of the needs and difficulties of people with mental health problems with an ability to apply existing knowledge to a mental health context.	Experience of working in or with the Third Sector.
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## PERSONAL SKILLS & ATTRIBUTES

ESSENTIAL	DESIREABLE
An ability to interact effectively with staff from all disciplines. A good team builder.	Emotional intelligence and the ability to read the room.
Highly organised and motivated to ensure service development and quality improvement on an ongoing basis.	An interest in health inequalities and thinking creatively to address them.
High level of communication skills (written and verbal) including an ability to communicate and work in settings in which the atmosphere may be highly emotive.	Solution focussed problem solving.
High standard of report writing. Good IT skills with an ability to use word processing, databases and other Microsoft Office packages such as Excel.	
An ability to communicate sensitive information to clients and colleagues in a sensitive manner.	
Ability to accept and use supervision appropriately and effectively.	