



THE WOMEN'S CENTRE
Supporting women in Stockport

Role Description: SWC Counselling Co-ordinator

Accountable to:	SWC Board of Trustees
Responsible to:	Counselling and Psychotherapy Manager
Based:	Stockport Women's Centre

PURPOSE

Provide support to the Counselling & Psychotherapy Manager and a team of qualified counsellors, psychotherapists, and students on placement as they strive to deliver appropriate talking therapies and group work to local women in line with the Strategy as agreed by the Trustees which is to support, empower and educate women to improve their physical health, mental health and well-being, enabling them and their families to have improved life chances. The post-holder will be responsible for co-ordinating a Counselling & Psychotherapy Service at each Women's Centre across Greater Manchester and HMP Styal.

KEY RELATIONSHIPS

Internal – Counselling and Psychotherapy Service Manager, Counselling Co-ordinator, Centre Managers, Head of Service, , Senior Case workers, Volunteer and Project Workers, Service Users & Volunteer Counsellors

External – Potential users of services, Statutory agencies, Officials, Partner Agencies, GMWSA Women's Centres

Main Duties

Client Care

- Undertake counselling assessments, identifying stressors and problems which are responsive to counselling.
- Identify women who may benefit from group work and assist with the organisation and delivery of group work as appropriate and agreed by the Counselling and Psychotherapy Service Manager.
- Identify and respond to safeguarding concerns, ensuring that all relevant parties (both internal and external) have been informed as appropriate.
- Oversee the counselling assessment process, ensuring that appropriate referral pathways are identified and followed through.
- Take responsibility for the allocation of clients to counsellors with an appropriate level of

skills, experience and competence.

- Provide support to the team of counselling volunteers.
- To manage own small caseload.
- To maintain personal BACP/UKCP membership and a commitment to ethical practice to ensure safety of clients.

Operations

- Support and monitor a service user's pathway to counselling, ensuring appropriate allocation.
- Attend Operational meetings and Counselling Team meetings as required.
- Ensure that existing and future services develop in accordance with the changing needs of service users and the priorities of the Women's Centre.
- Co-ordinate and promote the setting of quality standards for services and the means of monitoring agreed standards.
- Support the monitoring, evaluation and development of the quality of service delivery

Human Resources

- Participate in the recruitment, training and development of supervisors, qualified counsellors and psychotherapists and counsellors in training.
- Support the induction process and liaise with other staff members about suitable training packages to support the development of the Counselling team.
- Contribute towards Human Resource functions, including involvement in the annual appraisal (personal development review) and disciplinary and grievance procedures for counselling volunteers.

Communication and Leadership

- When needed, promote the Counselling Service and its services locally, regionally and nationally to build awareness and understanding.
- Liaise with statutory and voluntary third sector non-profit organisations to maintain up-to-date knowledge of good care practice.
- Maximise the involvement of Service Users in the work of and decision-making processes of the Centres.
- Communicate with the Counselling Team and include them in the work of and the decision-making processes of the Service.

Policy and Service Development

- Ensure that the Counselling Services operates within the quality standards as informed by the BACP/UKCP ethical framework and SWC policies and procedures with special reference to those pertaining to safeguarding children and vulnerable adults, confidentiality, risk assessment and management, and health and safety

- Support the work involved in maintaining BACP registration for the GMWSA Counselling Service and support the service to attain accreditation.
- Support the work of future service developments within the GM Counselling Service.

Analysis and data management

- Ensure the completion of statistical data as required and ensure its availability for analysis.

Finance and Business Support

- As part of the staff team, identify key risks to the operation of GMWSA Counselling Service and to plan to minimise these risks.

Fundraising and Income Generation

- As part of the staff team, identify opportunities for potential funders to support the work of SWC Counselling Service including opportunities to support the development of new services.

General Work Related Expectations

- Work within SWC Values, Ethos and Vision
- Contribute to the development of SWC
- Work in accordance with all Policies and Procedures of SWC
- Identify and attend training as required
- Work in accordance with all relevant legislation
- Undergo supervision
- Comply with operational reporting procedures
- Work as part of a team
- Adhere to ethical, legal and quality standards
- Take responsibility for ensuring the provision of high quality, effective services
- Support and promote user involvement in all aspects of service development and delivery
- Undertake any other duties as required, appropriate to the post

Person Specification – SWC Counselling Co-ordinator

The successful candidate must be able to demonstrate that they meet all the following points.

Attributes	Essential	Desirable	Method of Assessment
Education/ Qualifications	<ul style="list-style-type: none"> • Counselling / psychotherapy diploma. • Actively working 	<ul style="list-style-type: none"> • 1st degree or degree at Masters Level • BACP/UKCP Accredited 	<ul style="list-style-type: none"> • Certificate • Log -hours of supervised

	<ul style="list-style-type: none"> towards accreditation Member of BACP/UKCP 	<ul style="list-style-type: none"> Certificate in Supervision 	<ul style="list-style-type: none"> practice Evidence of membership
<i>Knowledge</i>	<ul style="list-style-type: none"> Awareness of specific issues affecting women. Specialist knowledge of a cross range of counselling procedures and techniques. Knowledge of NHS Assessment Tools Understanding of Safeguarding Children, Vulnerable Adults and 'High Risk' Adults Understanding of working within a trauma responsive service and delivering interventions to support this 	<ul style="list-style-type: none"> Understanding of voluntary sector Understanding of the scope and limits of counselling Understanding of monitoring and evaluation of counselling 	<ul style="list-style-type: none"> Interview References Evidence of training courses attended
Experience	<ul style="list-style-type: none"> Counselling experience of a minimum of 3 years' supervised practice (with adults). Experience of long/short term counselling Experience of assessing and working with a broad range of clinical issues Experience of working with clients who have experienced trauma Experience of multi-agency working to safeguard clients 	<ul style="list-style-type: none"> Experience as a group work facilitator/trainer Experience of interviewing Experience of using NHS assessment tools 	<ul style="list-style-type: none"> Interview References
Skills and Abilities	<ul style="list-style-type: none"> Communication skills Teamwork skills Leadership skills Assessment skills Therapeutic skills IT skills Analytical skills 	<ul style="list-style-type: none"> Group work Skills Interview skills Experience of mentoring counsellors Experience of supervising counsellors 	<ul style="list-style-type: none"> Interview References
Work Related Circumstances	<ul style="list-style-type: none"> Able to organise and prioritise own workload Able to inspire and motivate other people Commitment to continual professional development and ethical practice 	<ul style="list-style-type: none"> Able to be flexible on occasion with working hours Understanding of self care 	<ul style="list-style-type: none"> Interview Evidence of CPD References