



Head of Sevenoaks Counselling Job Description

Job summary:

As the Head of Counselling the post holder will:

- Lead and manage a team of part-time self-employed professional therapists who are Christians and a team of volunteer administrative staff;
- Offer supervision where required and develop the management arrangements for volunteers in the office;
- Lead the service, which seeks to benefit the whole community, in line with SC's charitable objectives;
- Work flexibly and in accordance with the needs of the service;
- Be involved in the recruitment of new staff;
- Maintain the professional standards of the service;
- Represent and promote the service to external agencies, church and civic leaders, and members of the wider community;
- In liaison with others, oversee the annual training programme of the service; and
- Work collaboratively with the Trustees of Sevenoaks Counselling to develop the organisation.

An Occupational Requirement exists for the post-holder to be a Christian in accordance with the Equality Act 2010.

The post holder will be expected to consent to an enhanced DBS check.

Main duties and responsibilities:

1. Leadership & Management

To lead and manage a team of approximately 12 self-employed qualified therapists who are Christians;

To offer professional counselling and supervision, so as to provide an affordable professional counselling service which seeks to benefit the whole local community in line with Sevenoaks Counselling's charitable objectives;

To lead and manage a team of approximately 3 to 5 part-time administration volunteers;

To meet annually, as a minimum, with each member of the counselling team and administration volunteers individually to provide pastoral care and to review and discuss professional, administration and other issues as appropriate;

In addition, to facilitate an informal, "open door" policy for the management of counsellors and administration volunteers;

To produce an agenda for, and chair monthly therapists meetings and bi-monthly team meetings;

To attend Trustees meetings (usually 5 times a year), having submitted a written update in advance;

To maintain records, monitoring and evaluation systems as required and provide information to the Trustees; and

To develop new systems as appropriate.

2. Clinical

To manage the client waiting list, and refer clients to therapists as appropriate;

To organise and allocate rooms for therapy at The Bridge;

To liaise with Family therapist, Play therapist and Lead for Children's work as needed;

To deal appropriately with informal complaints and handle any formal client complaints in accordance with Sevenoaks Counselling policies and procedures and the BACP Ethical Framework for Good Practice;

To receive, monitor and pass on to Trustees the end-of-therapy feedback questionnaires and to be active in improving client satisfaction;

To keep up to date with current external policies and developments in relation to the delivery of clinical services;

To promote whole team working and positive communication; and

To liaise with other services where referrals are inappropriate.

3. Supervision

To ensure that all clinical staff, students and volunteers obtain appropriate, regular clinical supervision and support;

Specifically:

To take responsibility for setting up in-house supervision for bank therapists and students;

To monitor three way clinical supervision arrangements with external supervisors for team therapists;

To receive, review, and maintain files of supervisors' annual reports;

To provide an informal, "open door" supervision arrangement with therapists as required; and

To attend his or her own personal supervision and provide evidence of this to the Trustees.

4. Training

To maintain his or her own training in accordance with the BACP or UKCP requirements and show evidence of this to the Trustees;

To plan and organise (in liaison with other therapists) a full annual training programme of workshops and courses; and

To be present at each training event to ensure smooth running and issue attendance certificates to participants.

5. Policy/Service Improvement & Development

To require and encourage a professional standard of work by Sevenoaks Counselling therapists;

To write, review, update and ensure compliance with policies and procedures relating to therapeutic work and the service, as necessary, including those for safeguarding (in liaison with a Safeguarding Officer); and

To introduce and carry through service developments, in liaison with the Trustees and all therapists and volunteers.

6. Financial, Building and Contents

To set up and maintain appropriate procedures for receipt, recording and safe-keeping of fee income from client sessions, courses, donations and other income;

To ensure that both administrative staff and therapists comply with data recording procedures; and

To organise or delegate buildings and grounds repairs and maintenance.

7. External Representation

To promote the work of the service in the community – delegating as appropriate – and publicise it at medical centres, counselling agencies, mental health organisations, churches and schools in order to enhance funding;

To represent the service at the annual Open Public Meeting and any other external events as required;

To help to arrange the Open Public Meeting in liaison with the Trustees;

To respond to speaking invitations in churches and elsewhere;

To invite newly-appointed clergy to visit the service; and

To ensure the Sevenoaks Counselling website is regularly and appropriately updated.

8. Recruitment

To monitor the need for and recruit new therapists and students and manage the interview process in liaison with the Chair of Trustees; and

To provide appropriate induction training in Sevenoaks Counselling policies and procedures.