Job Description – Services Manager

# **Job Title:** Senior Counsellor

**Reporting to:**  Services Manager

**Responsible for:** Sessional counsellors

**Based:** Ipswich

**Hours:** Full time (37 hours per week)

**Salary:** £30,000

The senior Counsellor will work with the SRC services Manager to manage, develop, support and expand SRC’s counselling support, in order to deliver a high-quality service that meets the needs of women survivors in Suffolk. She will provide line management support to the team of Sessional counsellors, manage a caseload of 5-10 clients (online and face-to-face) and undertake initial assessments of women who enter the service.

# Flexible working and job sharing will be considered.

# **About Suffolk Rape Crisis**

SRC is a specialist, feminist sexual violence service run by and for women. We work to support survivors of sexual violence and to challenge the underlying attitudes that allow Violence Against Women and Girls (VAWG) to continue. SRC provides support to all self-identified women and girls aged 14 and above who have experienced any form of sexual violence, at any point in their lives.

SRC provides a range of person-centred services to meet the needs of diverse women in Suffolk, including counselling, outreach, helpline and online support. SRC also takes part in both local and national feminist activism, including coordinating the annual Ipswich Reclaim the Night March.

**Our Vision:** A world free from sexual violence and gender inequality

**Our Mission:** To work as part of a worldwide movement to ensure that women and girls experiencing any form of sexual violence in our community are able to access needs-led, specialist support. At the same time we will challenge the underlying attitudes that allow sexual violence to continue.

**Our values:**

* Empowerment
* Diversity
* Transparency
* Change

**Benefits:** Competitive salary, 30 days annual leave, pension scheme, family friendly working practices, including enhanced parental leave.

An enhanced Disclosure Barring Service (DBS) certificate will be required for this role.

SRC is committed to quality, equality and diversity and welcomes applications from all sections of the community. SRC would welcome applications from BME women who are currently underrepresented within our team. This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

# **Main Responsibilities of the Senior Counsellor**

1. Support the Services Manager in the management and day to day running of the counselling service within SRC.
2. Deliver specialist, consistent and high-quality clinical work to maintain a caseload of counselling clients.
3. To organise and deliver counselling assessment and allocation of all new or returning clients into the service.
4. Contribute to the service in terms of expertise, knowledge and experience of working with survivors of rape and sexual abuse and ensuring the quality of counselling service delivery is upheld.
5. Work with the Services Manager to develop the counselling service based on evidenced need.

**Counselling**

* Maintain practice standards in line with organisational policies and procedures, the BACP Ethical Framework and Data Protection Act.
* Deliver clinical assessment of clients who have referred into the service including assessment of client’s suitability to access our service, carry out risk assessments and offer appropriate contracts, or referral on to other interventions or services.
* Work with the administrative team to ensure suitable and appropriate allocation of clients to individual counsellors.
* To recognise, respect and address the needs of service users who face particular barriers when seeking help to access the service, including those from different ethnic and cultural backgrounds, LGBT communities, disabled people, women with complex needs and other minoritised groups.
* Ensure safety of clients through implementation of SRC safeguarding procedures.
* To work within SRC's policies and procedures, ensuring that a high quality service is being provided and that case records are clear, professional and up to date.
* To ensure that the counselling service is sensitive and responsive to the needs of the people using them, that user feedback is gathered systematically, recorded and acted upon.
* Maintain accurate and up to date records.
* Ensure the correct information has been recorded on SRC’s online data management system.

**Supporting the Management of Services**

* Provide ongoing line-management support to our team of sessional counsellors.
* Contribute to the planning and development of the counselling service alongside the CCM. Assist with the organisation of regular counsellor meetings and ensure a supportive learning environment is provided for the counselling team via appropriate CPD and Training opportunities.
* Assist in the organisation and delivery of relevant training and presentations. Contribute to the recruitment, selection, induction, training, mentoring, development and retention counsellors.
* Maintain safe and effective management of own workload. Maintain a flexible approach to working hours to accommodate evenings.
* Support and work within SRC’s policies and procedures.
* Contribute to the ongoing evaluation and effectiveness of the counselling service.
* Participate in meetings, management meetings and service planning discussions as required.

**Professional Requirements**

* The post requires an enhanced DBS disclosure.
* The post holder is expected to maintain their own Professional Body Membership i.e. British Association for Counselling and Psychotherapy (BACP) membership.
* Work to the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy.
* The post holder should be accredited by the BACP or other Professional Body equivalent
* Demonstrate a commitment to maintaining a high level of clinical practice by attending clinical supervision.
* Demonstrate a commitment to ongoing personal and professional development.

**General**

* To adhere in full to all SRC’s organisational policies and procedures.
* To be administratively self-servicing.
* To ensure that security of sensitive information is maintained and complies with the requirements of The Data Protection Act 2018 and other legislation.
* To report to the Director and Trustees as required, including the production of regular written reports.
* To undertake any other related activities as required by the Director or the Board of Trustees.

**Person Specification**

Short-listing and subsequent selection for this post will be determined by the extent to which you meet the requirements detailed in this person specification. You should try to demonstrate on the application form the extent to which you satisfy each of the points of this specification, where possible in terms of past experience.

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| --- | --- | --- |
| **Specification** | **Essential or Desirable** | **Assessment Method\*** |
| **Education and qualifications** |  |  |
| * A recognised counselling diploma or degree * To be accredited with BACP/UKCP or equivalent | E  E | A  A |
| **Experience** |  |  |
| * Substantial experience of providing counselling to women who have experienced rape and sexual violence and trauma * Minimum 3 years post counselling qualification * Experience providing online counselling * Experience of sensitively assessing and responding to the needs and risks of women and girls subjected to sexual violence or other strands of violence against women and girls * Experience of managing complex casework, including issues such as child abuse, mental health, substance abuse, working with trauma and crisis intervention * Proven experience of safeguarding children and/or vulnerable adults. * Experience of supporting staff. * Experience of undertaking monitoring and evaluation of service delivery. * Experience of carrying out service user assessments within a counselling setting * Experience in assessing risk and taking appropriate action | E  E  E  E  E  E  D  D  E  E | A/I  A  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Abilities/skills/ knowledge** |  |  |
| * Evidence of an awareness of the dynamics and impact of sexual violence and other forms of violence against women and girls and how best to support survivors * Understanding of ethical issues as defined by BACP/UKCP/ other relevant accredited body * Evidence of a strong understanding of providing high-quality, safe online services * Evidence of the ability to be an ambassador for SRC and to communicate and work in accordance with SRC’s values * Evidence of the ability to manage casework effectively with evidence of a methodical and well organised approach * Evidence of the ability to build and develop supportive relationships with service users maintaining professional boundaries * Demonstrable knowledge and understanding of the needs of women who face additional barriers including BME, LBT and disabled women experiencing violence against women and girls and how discrimination affects them * Demonstrable ability to use Microsoft Office (word, excel, outlook, access), and to collect and analyse statistics using databases * Demonstrable knowledge of using online platforms, communication and databases * Ability to keep clear, factual notes for the organisation | E  E  E  E  E  E  E  E  E  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **General** |  |  |
| * A commitment to follow the policies and procedures of SRC * A commitment to the feminist ethos and values of SRC * Ability to work evenings and weekends as required * Have own transport, with a clean driving licence | E  E  E  E | I  I  I  I |

***\*Assessment method:***

A: Application I: Interview T: Test

**Notes**

1. This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  Due to the nature of our work it will be necessary for an enhanced disclosure to be made to the Disclosure and Barring Service for details of any previous criminal convictions which are not protected under the Act.
2. Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.

**Completed applications should be sent to** [**a.blackbeard@srchelp.org.uk**](mailto:a.blackbeard@srchelp.org.uk) **by 5pm 26th August.**