

Job Description

Counselling Services Manager

Reports to:	Theology and Counselling Programme Leader
Line management responsibilities:	REMA Centre Counselling Administrator, Counselling Service Counsellors
Key relationships:	Theology and Counselling Programme Leader, Counsellors and Clients
Location:	The Barn, 1 Watford House Lane, Watford, WD17 1BJ

London School of Theology

London School of Theology (LST) is a large, well-established and leading evangelical Christian provider of Higher Education. Offering a wide range of programmes, including the unique and widely respected BA (hons) in Theology and Counselling, the School attracts students from around the globe, training them to serve Christ in the Church, academy and community.

The REMA Centre Counselling Service is a local mental health charity that is part of the work of LST. This busy, well-established, BACP-accredited counselling service is for people across Hertfordshire. The service also provides training placements for students on LST's Theology and Counselling BACP-accredited degree programme.

Job Summary

LST is recruiting a Counselling Services Manager to lead, coordinate, develop and expand the service at the REMA Centre. This is a management position in a thriving organisation requiring an experienced practitioner who has BACP Accredited membership. Preference will be given to candidates who also have NCS or ACC Accredited membership, UKCP or BPC registered membership or are a counselling psychologist registered with the HCPC.

The manager will be responsible for the implementation of new administrative systems to support our move to a service which offers a blend of online and in person counselling offered by volunteers who may be working remotely.

It is essential to have experience of integrative counselling, management and working within an organisational setting, together with a willingness to embrace and develop a broad range of counselling models.

The job requires high levels of professionalism and leadership and management skills.

Job Description

Service Management and Development

- Coordinate, manage and lead a safe, professional and accessible face-to-face and remote counselling service.
- Provide line management for the REMA Centre Counselling Administrator and Counselling Service Counsellors.
- Review and develop appropriate policies and procedures including referral, cancellation, assessment, financial and administrative procedures.
- Manage income from counselling clients.
- Develop and implement a business plan for the service.
- Liaise with local mental health agencies to develop partnerships.
- Lead the recruitment and induction of counsellors and volunteer counsellors.
- Lead the initial screening and subsequent mentoring of trainee counsellors on placements.
- Identify potential training needs in volunteer counsellors.
- Ensure adequate professional supervision and attendance by counsellors.
- Develop and expand existing service provision.
- Promote and publicise the counselling service among relevant agencies, referrers, service users and potential service users.

- Liaise and build effective relationships with relevant statutory and voluntary sector partners.
- Liaise with regulatory bodies and lead on ensuring continued BACP accreditation.
- Liaise with the LST Fundraising Manager and complete fundraising applications.

Service Delivery

- Undertake assessments and allocate clients to counsellors.
- Maintain and manage the counselling waiting list.
- Maintain and manage client record systems.
- Manage a small caseload of complex clients.
- Ensure adherence to safeguarding procedures.
- Manage external clinical supervision for oneself and volunteer counsellors.
- Ensure the service is delivered in line with BACP's guidelines and ethical framework.
- Ensure that client complaints are investigated in a timely manner and dealt with appropriately.
- Help ensure that an increasingly profitable service is provided.

Service Monitoring and Evaluation

- Ensure that appropriate record-keeping systems are maintained in line with data protection requirements.
- Ensure service outcomes and outputs are effectively monitored and evaluated.
- Ensure adherence to budgets and agreed financial systems.
- Ensure income from all counselling sessions, donations for assessments and cancellation charges are provided by clients.
- Ensure funded projects are provided as requested within the funding application and monitored thereafter.
- Prepare monthly pro forma reports for the Executive Team through the Programme Leader.
- Report in person or in video conferencing at least monthly with the Programme Leader.

This job description is not exhaustive and tasks may be amended in response to changing requirements or in line with the skills and experience of the post-holder.

Person Specification

	Essential (E) Desirable (D)	Demonstrated at Application (A) Interview (I)
Qualifications		
Recognised qualification in counselling or psychotherapy (Level 4 two-year diploma minimum)	E	A
Accredited membership of BACP	E	A
NCS or ACC Accredited membership, UKCP or BPC registered membership or a counselling psychologist registered with the HCPC.	D	A
Level 5 or higher diploma in counselling	D	A
Level 6 certificate in counselling supervision	D	A
A management qualification	D	A
Experience, expertise and skills		
Minimum 3 years' clinical experience	E	A
Experience of working in a time-limited counselling approach, as well as longer term work	E	A
Excellent organizational and project management skills	E	A and I
Minimum 3 years' experience in delivering integrative counselling	E	A
Experience of managing a counselling service development	E	A
Experience of recruitment, line management, management and mentoring of staff, trainees or volunteers or both	E	A and I
Ability to assess clients' needs and risks including those with complex issues	E	A and I

Ability to manage a counselling service within financial constraints	E	A and I
Case recording and monitoring skills and an ability to produce accurate reports	E	A and I
Experience in fund application and fundraising	E	A and I
Experience using IT systems used in the monitoring of high-quality counselling services (possibly CORE, GAD 7, PHQ 9, WSAS)	E	A and I
Personal attributes		
Able to respond well to direction and correction	E	A and I
Enthusiastic, proactive and takes initiative	E	A and I
Highly collegial and able to work as part of a team	E	A and I
Ability to set and maintain clear boundaries	E	A and I
Calm, cheerful, efficient and polite, willing manner; able to work under pressure, managing competing demands, without losing these qualities	E	A and I
Excellent oral and written communication skills	E	A and I
Willingness to learn new skills	E	A and I
Ability to work in a changing and flexible organisation	E	A and I

Terms of Employment

Salary: £18,000 pa 0.6 FTE (£30,000 pa 1.0 FTE)

Hours: 3 days / 21 hours (0.6 FTE) to be worked when REMA is open which at present is Monday, Tuesday and Thursday.

Initially the position is 21 hours per week with scope to become full-time, subject to the requirements and demands of a growing, stable service.

Holiday: 23 working days pa pro-rata plus Bank Holidays pro-rata to FTE.

LST is closed between Christmas and New Year which is given as additional leave.

Pension: Eligible to join contributory School pension scheme.

Probation: Six months.

Notice: During the six month probationary period, one week's notice may be given in writing on either side. After this period, one calendar month's notice is required on either side.

Start date: The job is expected to start as soon as possible.

Occupational requirements:

- All successful candidates must have the right to work in the UK.
- The role is subject to receipt of satisfactory references and Enhanced Disclosure and Barring Service checks.
- LST is a Christian School and as such it is a requirement of the Person Specification that the postholder must be in sympathy with the Christian ethos, aims and objectives of the School.

Application Process

Further information can be obtained from the HR Manager, Karen Minashi: recruitment@lst.ac.uk or T: 01923 456000

Applicants should send the following to the HR Manager (recruitment@lst.ac.uk) as pdf documents attached to an email:

- An up-to-date CV
- A letter of application in which you state specifically how you meet each of the requirements of the Person Specification
- A list of the names and contact details of three referees who will not be contacted without your permission.

Closing date for receipt of applications: 0900 hours, Wednesday 29 September 2021

Interview date: Morning, Tuesday 5 October 2021