

Off The Record Twickenham

Job Description

Job title:	Counselling Satellite Manager
Reports to:	OTR Manager
Based:	At OTR Church Street with visits to the satellite venues and some working from home
Hours/Salary:	12 hours/week £10,333.00 (£31,000 pro rata, based on a 36-hour week)

Main purpose of job

To manage and co-ordinate Off The Record Twickenham's Satellite Counselling Service

Main duties

- Set up new satellite counselling services, as and when required, including the advertising and recruitment of the satellite counselling posts and ensuring venues and rooms are fit for purpose, in collaboration with the Manager
- Manage and ensure the smooth running of all the satellite services; and sourcing materials where necessary
- Providing supportive debriefing to counsellors working at the satellite services, along with support during situations where there are safeguarding issues, and reporting back to management in accordance with the safeguarding policy. This includes being available to give phone support for crisis situations during satellite working hours
- Provide quarterly line-management to counsellors working at the satellite services
- Supporting admin when required to ensure that client slots are filled quickly and fully-utilised, and that counsellors get client paperwork in time
- Maintaining and overseeing the counsellors' client records to ensure that CORE outcomes monitoring is accurate and kept up-to-date and counsellors notes are returned and filed at the Church Street Office in line with OTR policy
- To support the Manager in reporting back to funders regarding the satellite counselling service outputs and outcomes
- Assist the Manager in the booking and provision of on-going training to the satellite counsellors
- To implement safeguarding policies and procedures where appropriate
- Assist the Manager to ensure that the service is regularly publicised amongst young people and other bodies
- Doing outreach work in schools/colleges or at other venues, to promote and advertise the service
- To do risk assessments of the satellite venues and monitor ongoing suitability

Additional General Duties

- To carry out general administrative tasks (along with the Admin worker) which support the day-to-day running of the satellite service
- To carry out general administrative tasks (along with the Manager and Admin worker) which support the day-to-day running of OTR generally. This may include covering the office at OTR hub on occasion
- Assisting with all record-keeping, monitoring and evaluation of project's services through maintenance of accurate statistics and other records of work undertaken
- Attend relevant counselling team and occasional board meetings, including quarterly supervisors meetings
- Attending meetings or events with partner agencies as required
- Attending training courses, management supervision and external clinical supervision if necessary
- Undertaking all work in accordance with agency policies and the BACP's Ethical guidelines
- Identify fundraising opportunities for the satellite locations, and work collaboratively with OTR staff and the Board of Trustees on funding applications
- Taking on an occasional case-load of 1-3 clients should this ever be deemed necessary
- Carrying out other tasks, not listed here but deemed necessary and in the best interests of the OTR.

Working Conditions

Ability to work flexibly, including evenings as required

Locations may include OTR hub, satellites and remotely

Ability to work additional hours to cover trainings, meetings, outreach work and other ad hoc duties

Ability to travel across the borough

Direct Reports

Satellite counsellors

Approved by	
Signature:	Sophie Adam
Title:	Chair of Trustees
Date approved:	15.04.19
Date reviewed:	

Satellite Manager - Person Specification

Criteria	Essential	Desirable
<i>SKILLS AND ABILITIES</i>	<p>Excellent communication and interpersonal skills</p> <p>Ability to develop positive relationships with counsellors and young people</p> <p>Ability to work with sensitive issues</p> <p>Excellent writing skills</p> <p>Ability to work as part of a team</p> <p>Good level of excel, word and other Microsoft packages</p>	<p>Ability to present written information in a structured and balanced way appropriate to the needs of the reader.</p> <p>Ability to manage projects to meet targets and deadlines</p>
<i>KNOWLEDGE</i>	<p>Professional counselling qualification to diploma level</p>	<p>Educated to Degree Level</p> <p>Some knowledge of online monitoring and evaluation systems (especially CORE IMS)</p>
<i>EXPERIENCE</i>	<p>Experience of managing staff in any setting</p> <p>At least 4 years' counselling experience, 2 years of which must have been with young people</p> <p>Good understanding of issues affecting young people</p> <p>Good understanding of counselling supervision, familiarity with a range of humanistic approaches in counselling and understanding of professional boundaries and confidentiality in line with agency policies and BACP Ethical Guidelines</p> <p>Experience of responding to counselling practice dilemmas in accordance with agency policies and BACP Ethical Guidelines</p> <p>Experience of working with young people, specifically 11- 24 year olds</p> <p>Experience of supporting volunteers</p>	<p>Experience of managing volunteer counsellors</p> <p>Experience of fundraising and reporting to funders</p>

<p>PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS</p>	<p>Willing to travel to other sites and to attend meetings</p> <p>Ability to work evenings and weekends to cover the service.</p> <p>Understand OTR's ethos and be committed to communicating this in work outside of the organisation</p> <p>Ability to be proactive and work independently</p> <p>Ability to manage a team effectively and respond to crisis situations within the BACP guidelines</p> <p>Be a good team worker demonstrating loyalty and commitment to the organization and team members</p>	
<p>VALUES AND BEHAVIOURS</p>	<p>Able to communicate clearly and non-judgmentally with a calm and professional working manner</p> <p>Acts with clear boundaries and confidential working practices</p> <p>Shows tact, discretion and judgement</p> <p>Has a flexible approach and open to new ideas</p> <p>Able to communicate constructively, honestly and openly with colleagues and accept help from others</p> <p>Has a commitment to delivering an effective high quality service through effective team working and collaboration</p> <p>Is interested in developing self and other's knowledge and skill within the objectives of OTR</p> <p>Demonstrates a commitment to equality and diversity within OTR's service</p> <p>Demonstrates energy and enthusiasm for the work delivered by OTR</p>	