

Job Description and Person Specification

Job title:	Assistant Counselling Manager
Reports to:	OTR Manager
Based:	Church Street, Twickenham TW1 3NJ
Hours:	16 hours p/w : Tuesdays 2.15pm-8.30pm, a regular Wednesday or Thursday 3.00pm-8.45pm and alternate Saturdays 9.30am-2.30pm (averaging 14.5 hours/week). The additional hours will be worked through attendance at meetings and training days

Main purpose of job

To support the delivery of the counselling and drop-in service at Off The Record (OTR)

Main duties

- Assisting the Counselling Manager in the running of the counselling and drop-in service, by manning the office whilst the service is running. This includes engaging with drop-in service users and the volunteer counsellors, and carrying out administrative tasks.
- Assisting the CM in managing the counselling team, providing supportive debriefing to volunteer and paid counsellors at Off the Record, and giving ongoing support and guidance during situations where there are safeguarding issues, including reporting back in accordance with the safeguarding policy
- Carrying out crisis counselling sessions with young people who are in immediate need when they phone or drop in
- Providing supported information to young people using the drop-in service at Off The Record. Issues covered can include sexual health, bullying, eating disorders, drug and alcohol use. This also involves providing condoms, and offering chlamydia tests and pregnancy tests (training will be provided).
- Providing information about OTR's services to young people, parents and other professionals contacting Off The Record by telephone. Referring to more specialist sources of information as appropriate.
- Carrying out occasional assessment interviews with young people requesting counselling at OTR, and referring on to other services provided by OTR, or external agencies as appropriate
- Maintaining a small case-load of clients (1-2) on short-term contracts face-to-face at OTR (or possibly online)

- Sourcing and booking external trainers to provide an on-going high-quality training programme for counsellors through regular team meetings and training days to ensure that counsellors receive Continuous Professional Development and are established members of the OTR team
- Sharing responsibility for the advertising, recruitment and training of all counsellors, including delivering ad hoc induction training as needed
- Assisting the Manager in providing formal line-management to the counsellors, voluntary or paid
- Ensuring that working practices of the counselling team (both paid and voluntary) at all time meet the highest ethical standards, which include following and implementing safeguarding policies and procedures
- Overseeing OTR's counsellors to ensure they accurately record information on OTR's CORE outcomes monitoring database and follow all other administrative processes
- Attending all relevant team meetings including Counselling Team meetings (6-8 a year), Supervisors' meetings (3-4 a year), counsellor training days (3-4 Saturdays)

Additional General Duties may include

- Carrying out general administrative tasks (along with the Manager and Administrator) which support the day-to-day running of the office
- Supporting the Administrator by making appointments for counselling sessions, and informing counsellors of any cancellations
- Assisting with all record-keeping, monitoring and evaluation of OTR's services through maintenance of accurate statistics and other records of work undertaken
- Assisting the Manager in ensuring that all information materials for young people (including web-based) are up-to-date, accessible and relevant
- Ensuring that the service is regularly publicised amongst young people and other bodies, including through occasional outreach work in schools/colleges or at other venues
- Supporting the Manager to report back to funders in regard to counselling service outputs and outcomes
- Supporting good team relations within the charity by attending other relevant meetings and events such as OTR's AGM, strategy days, fundraising events, or borough partnership meetings
- Attending training courses, including regular safeguarding training, and attending monthly external management/clinical supervision
- Supporting the Manager with running a young people's advisory group (YPAG)
- Undertaking all work in accordance with agency policies and the BACP's Ethical guidelines
- Carrying out other tasks, not listed here but deemed necessary and in the best interests of OTR.

Working Conditions

Ability to work 2 regular evenings and alternate Saturday mornings. Ability to work additional paid hours to cover trainings, evening team meetings, outreach work and other ad hoc duties. This is an office-based post.

Salary

£33,696 p.a. pro rata (£14,976 for 16 hr/wk)

Direct Reports

N/A

PERSON SPECIFICATION		
Criteria	Essential	Desirable
SKILLS AND ABILITIES	<p>Excellent listening and interpersonal skills</p> <p>Ability to develop positive relationships with young people</p> <p>Able to communicate clearly and non-judgmentally with a calm and professional working manner</p> <p>Ability to relate well with colleagues and the general public</p> <p>Act with clear boundaries and confidential working practices</p> <p>Able to multi-task and think on your feet whilst managing conflicting demands</p> <p>Show tact, discretion and judgement</p> <p>Excellent written skills</p> <p>Ability to work autonomously as well as part of a team</p> <p>Good understanding of MS Office platforms, including Excel and Word</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>
KNOWLEDGE	Professional counselling qualification to diploma level (level 5 minimum)	Educated to Degree Level
EXPERIENCE	<p>At least 4 years' counselling experience, 2 years of which must have been with 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 Personal Therapy</p>	<p>Knowledge of evaluation and monitoring systems</p> <p>Some experience of the voluntary sector</p> <p>Experience of supporting volunteers</p> <p>Experience of training counsellors</p>
PERSONAL ATTRIBUTES AND OTHER	Willing to travel to other sites and to attend meetings	

PERSON SPECIFICATION		
Criteria	Essential	Desirable
REQUIREMENTS	Ability to work evenings and weekends to cover the service, and enough flexibility to attend other meetings and events	
VALUES AND BEHAVIOURS	<p>Committed to making a difference to young people within a voluntary sector setting</p> <p>Have 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>Have a commitment to delivering an effective high-quality service</p> <p>Committed to effective team working, through close collaboration with colleagues, and showing a loyalty and commitment to the organisation and colleagues</p> <p>Interested in developing self and other's knowledge and skill within the objectives of OTR, and committed to own CPD</p> <p>Demonstrate a commitment to equality and diversity within OTR's service</p> <p>Demonstrate energy and enthusiasm for the work delivered by OTR</p>	

5/04/22