



ROLE DESCRIPTION FOR COUNSELLING MANAGER

(JOB SHARE / CO-COUNSELLING MANAGER)

ROLE TITLE: COUNSELLING MANAGER

Salary range: £29,546 – £31,346 FTE (pro rata) for up to 15 hours per week (based on 37.5-hour contract).

Contract Type: Six Month fixed term contract, may be extended depending on funding.

Reporting to: The Director of York Women's Counselling Service and the Board of Trustees

Hours and Location: Core office hours are between 7am and 7pm, Monday to Saturday. We will prioritise applicants available on Thursdays, Fridays and Saturdays. Approximately 15% of hours may be worked away from the office.

About the Role:

We are looking for a collaborative and experienced counsellor to join our small and supportive team as a Counselling Manager.

This is a job-share leadership role, working alongside our existing Counselling Manager to jointly oversee and develop York Women's Counselling Service's counselling provision. Together, you will share responsibility for ensuring that women accessing our service receive safe, ethical and high-quality counselling support.

As a small charity, we value flexibility, teamwork and a person-centred approach not only in the support we offer women, but also in the way we work together as colleagues. We recognise that every individual brings different strengths, experience and interests, and we expect responsibilities within the role to be shared collaboratively. While both Counselling Managers will hold the same overall

responsibilities, some duties may be divided or allocated according to skills, availability, experience or organisational need.

This role offers an opportunity to become part of a close-knit and values-driven organisation where relationships, mutual support and shared learning are at the heart of what we do.

Purpose of the Role:

Working in partnership with the existing Counselling Manager, you will:

- Support and develop our team of qualified and trainee volunteer counsellors to deliver high-quality counselling services for women.
- Help ensure counselling is delivered safely, ethically and effectively in line with professional standards and organisational policies.
- Foster a supportive, inclusive and reflective environment where counsellors can thrive and continue to develop their practice.
- Share responsibility for volunteer recruitment, induction, mentoring and ongoing development.
- Contribute to effective client journey management, including assessments, referrals and waiting list oversight.
- Work collaboratively with the Director, Trustees, staff and volunteers to continually strengthen and develop our services.
- Share responsibility for safeguarding leadership within the organisation.
- Balance the needs of clients, volunteers and the organisation to ensure a responsive and sustainable service.

Key relationships:

- The Director
- The Counselling Manager
- The Office Administrator
- The Board of Trustees, in particular the Chair and Safeguarding Trustee
- Volunteer Counsellors
- Trainee Counsellors on placement
- Prospective and current clients of YWCS
- Counselling and Psychotherapy training institutions
- Clinical Supervisors

Who We're Looking For:

We welcome applications from qualified counsellors registered with the BACP (or equivalent professional body).

You will be someone who values collaboration, enjoys supporting others to grow, and is committed to providing a compassionate and empowering service for women. Experience of mentoring, coaching, supervising trainees or supporting volunteers would be particularly valuable.

Most importantly, we're looking for someone who will enjoy being part of a small, friendly team where everyone contributes, supports one another and works together to make a meaningful difference.

What We Offer:

- A chance to make a real difference in women's lives
- A supportive, values-driven team and a welcoming working environment
- Regular training opportunities to support professional growth
- Flexible working hours to support work-life balance
- Opportunities to develop skills in leadership, volunteer management, mentoring and service development.
- Regular training, CPD and professional development opportunities.
- The chance to help shape and grow a well-respected local charity.

Detailed Role Duties and Responsibilities:

The responsibilities outlined below fall within the remit of the Counselling Manager role; however, as this is a job-share position, specific tasks and areas of responsibility may be shared, divided or allocated between the postholders according to individual skills, experience, availability, interests and the evolving needs of the organisation.

General

- Ensure that YWCS has the counsellors and resources in place to be able to deliver a high quality and responsive counselling service for women in need of help.
- Responsible for ensuring that YWCS recruits and retains enough trainee and qualified counsellors to deliver a high-quality, relevant and responsive counselling service tailored for women in need of support.
- Responsible for ensuring counselling is delivered safely, ethically and effectively in the service.
- Ensure the level of counselling activity is sufficient to meet the agreed level of service delivery and income generation.
- Working closely with the Director lead on the continual development of the services offered to clients.
- Working collaboratively with the Director and Trustees to update and maintain the YWCS policies relevant to counselling and counselling delivery. Ensuring they are up to date, relevant, fit for purpose and easily accessible.
- Supported by the Office Administrator (OA) role, writing, reviewing and maintaining CRM client management procedures.
- Ensuring compliance and adhering to industry best practices in collaboration with the Director and Board of Trustees, by identifying and reviewing areas where compliance is needed. Additionally, conducting and documenting due diligence to mitigate potential risks to YWCS from statutory services.
- Designated Safeguarding Lead for YWCS. In collaboration with the Board of Trustees, ensure YWCS's Safeguarding Policy and procedures are adhered to and regularly updated.
- During normal working hours be available for all counsellors and staff to discuss any safeguarding concerns. Ensure all cases of suspected abuse are reported to the appropriate agencies, using the principles and duties of Safeguarding.

Volunteer Counsellor recruitment & development

- Take a leading role in recruiting, interviewing, selecting and inducting all volunteer counsellors for YWCS, ensuring that YWCS can recruit and retain high quality volunteer counsellors to its team.

- Actively promote a supportive and companionable team working environment for YWCS counsellors in collaboration with the Director and Trustees.
- Take the lead as manager, coach and mentor to all counsellors, in particular trainee counsellors, and the key contact for any queries or issues for YWCS counsellors. Conducting regular one-to-one reviews and case management.
- Ensure trainee counsellors have a supportive learning environment at YWCS and actively collaborate with the staff on training courses to ensure the trainees have an integrated training experience between their YWCS placement and their course.
- Work, in collaboration with the Director and the Trustees, to support the health and wellbeing of the counselling team whilst they are working for YWCS. Challenging counsellors who may be unfit to practice therapy because of their health.
- Review trends in client presentations and identify counselling training needs.
- Work collaboratively with the Director, Trustees and volunteers to plan and deliver regular high quality CPD events.
- Liaising with counsellors and clinical supervisors to ensure ethical counselling practice. Aiming to enable counsellors to identify and assess a client who may be exposed to a risk of significant harm.
- Write regular evaluation reports for training establishments to support and evidence a trainee counsellor's learning on placement.
- Provide references for counsellors when requested.
- Provide documentation and complete assessments to become an approved placement provider for trainee counsellor's training institution.

Client management

- Effectively manage a large caseload of clients as they self-refer into YWCS. Balancing the needs of the clients in counselling, alongside those on the waiting list.
- Efficiently manage the waiting list, using judgement to prevent it from becoming overwhelmed, while also ensuring that counsellors are promptly matched with clients.
- Working with the OA to help clients on the waiting list to feel valued.

- Lead a team of volunteer client assessors to undertake assessments prior to counselling commencing, including agreement of payment level with new clients. Using judgement to manage potential risk of harm and suitability of counselling.
- Provide dedicated face to face counselling, in person or virtually, for women accessing our services, utilising a range of talking therapy techniques.
- Take responsibility for responding to any concerns or complaints received from clients or counsellors and take appropriate action in consultation with Trustees.
- Responsible for ensuring all "Due Diligence" checks are completed to protect client safety when inducting new counsellors. This includes, enhanced DBS check, Professional Body membership, clinical supervision references and qualification checks.

Designated Safeguarding Lead

- Responsible for ensuring the safety of vulnerable individuals, whether they are clients or individuals mentioned by clients.
- Ensure that the organisation's safeguarding policies and procedures are adhered to and regularly updated to reflect current legislation and best practices.
- Provide safeguarding training to staff and volunteers, ensuring everyone is aware of their responsibilities and the procedures to follow in case of concerns.
- Act as the main point of contact for safeguarding concerns, managing and responding to any incidents or allegations of abuse.
- Maintain accurate and confidential records of all safeguarding concerns and actions taken, ensuring they are securely stored.
- Work closely with external agencies, such as social services and law enforcement, to ensure appropriate referrals and support for individuals at risk.
- Conduct regular risk assessments to identify potential safeguarding issues and implement measures to mitigate these risks.
- Provide support and guidance to staff and volunteers on safeguarding issues, ensuring they feel confident in recognising and reporting concerns.

Counselling operations

- Work with the OA to ensure the client database is fully maintained and up to date at all times including checking counsellor inputs and accuracy by following a quality assurance process.
- Meet regularly with the Director to ensure that all areas of the organisation are working well, including efficient use of counselling rooms to maximise the availability of counselling sessions for clients.
- Ensure that the relevant client/counsellor agreements are all compliant with standards for therapeutic practice; also, to ensure client/counsellor contracts are complete through regular audits.
- Ensure that all clinical-related policies within YWCS are up to date and reflect best practice within the sector, and ensure that all YWCS counsellors receive the relevant training in relation to our clinical-related policies and procedures.
- Work with the Director to measure the impact of counselling through quantitative and qualitative feedback from clients and counsellors.
- Prepare reports for trustees in relation to progress against KPIs: with the client caseload; the administration and delivery of the counselling service; and the feedback from clients and counsellors.
- Attend joint meetings of staff and trustees (usually 4 times a year) and attend trustee meetings as requested by trustees.

Communications and networking

- Plan and lead the YWCS counsellor team meetings, ensuring that they act as an effective method of communicating with the YWCS team and continually improving the service that we offer to our clients.
- Send regular, timely and appropriate communications to all YWCS counsellors in relation to clinical matters, ensuring that they are kept up to date on the activities of the charity and have the opportunity to be involved in all that we do.
- Support publicity and funding work by seeking/highlighting case studies from both counsellors and clients (anonymously as appropriate) and other relevant information about the delivery of the counselling service.

