

**Mind in Tower Hamlets and Newham**

**Job description**

**Job Title** Counselling Co-ordinator

**Grade** NJC scale point 20-24, currently £28,837 - £31,447, per annum inclusive of Inner London Weighting (Pending NJC Living Cost Allowance)

**Accountable to:** CEO

**Line Managed/Supervised by:** Clinical Delivery Manager

**Location:** Open House, 13 Whitethorn St, E3 4DA (currently remote due to Covid-19)

**Hours:** Full time or part time to cover a total of 35 hours per week, (days and times negotiable although there will be evening work. Job share options are possible

**Background Information**

Mind in Tower Hamlets and Newham (MITHN) has a strong reputation for delivering good quality counselling services for over 20 years, achieving positive recovery outcomes.

This is a BACP accredited service and operates using a volunteer counselling placement model alongside paid clinical counselling staff.

This contract forms part of Tower Hamlets Talking Therapies (THTT) and Newham Talking Therapies (NTT) delivered in partnership with NHS East London Foundation Trust (NHS ELFT) and operates within an IAPT framework adhering to NICE guidelines and a stepped care approach. The service contract has national KPI’s that include recovery rates, waiting times, and access targets.

**Management Structure**

All Mind in Tower Hamlets and Newham staff are accountable to the CEO. The Counselling Co-ordinator will be supervised by the Clinical Delivery Manager who reports to the CEO.

**Overall Purpose of the Post:**

The Counselling Coordinator will be required to effectively support the coordination and supervise the activities of THTT/NTT Counselling at an operational and clinical level to ensure that it meets its contractual obligations and KPI’s. Currently this service consists of bereavement counselling, brief counselling, and early bereavement support.

**Key Responsibilities of Post**

1. **Management**
   1. Ensure the delivery of the service is in accordance to the contractual agreement
   2. Effectively monitoring the database, looking for outliers and rectifying this on the IAPTus system.
   3. Monitor and manage service capacity in accordance to contractual KPI’s
   4. Ensure counsellors are at capacity within their individual caseloads and maintain effective clinical work at this level.
   5. Monitor recovery rates of counsellors and support them in maintaining above a 50% average
   6. Ensure counsellors are using the correct care pathway on IAPTus and appropriate documents/letters on IAPTus are used when required (ie. Risk letter, discharge letter)
   7. Monitor, identify and report any gaps in volunteer staffing levels both planned and unplanned to the Manager and take appropriate action
   8. To provide duty management to therapists (counsellors) and support / guide them in accordance to safeguarding policies and procedures
   9. Support step ups from counselling to the IAPT service, and be familiar with the interventions offered within IAPT
   10. To provide support and management guidance to all external supervisors to ensure that our supervision provision is of a consistent standard.
2. **Training**
   1. To support the Volunteer Counselling Placement Programme
   2. Recruitment and induction of Volunteer Placement Counsellors in line with Mind in Tower Hamlets and Newham policies and procedures.
   3. Ensure that all new volunteers understand how to use the IAPTus database system to meet the quality and recording requirements of the THTT service
   4. Ensuring that all volunteers receive ongoing support throughout their placement period and receive group supervision in line with BACP ethical requirements
   5. Provide monthly Case Management and Line Management to allocated therapists (counsellors)
   6. Ensure accurate record keeping is adhered to with all therapists (counsellors)
   7. Consult with counsellors and provide guidance for extensions, signposting, or step up referrals where necessary
   8. To work with the team to coordinate and deliver periodic training workshops for counsellors according to service needs as part of their continuous professional development and to promote team building
   9. To ensure that there is good communication and relationship building with relevant Training Colleges and organisations to ensure high quality placement of Volunteer Counselling Placements.
3. **Clinical** 
   1. Coordinate and oversee patient referrals to the service
   2. Manage referrals received by this service ensuring that all relevant client information is accurately and regularly updated onto the IAPTus system
   3. Screen referrals sent to MITHN for counselling in accordance to the service’s inclusion and exclusion criteria
   4. Identify inappropriate referrals and discuss with the Manager
   5. ensure that the service is operating to full capacity in order to maintain required KPI for waiting list levels
   6. Manage client queries and related administrative requirements including answering the phones, appointment letters, bookings and other communication
   7. Act as Duty Manager as required and respond to safeguarding issues and risk in an appropriate manner
4. **General Duties**
   1. To support service monitoring and patient feedback mechanisms in partnership with the management team and NHS ELFT partners.
   2. To work with the Clinical Delivery Manager and Partners to identify gaps in service and to promote alternative solutions.
   3. To promote the service to other professionals, GP’s, IAPT providers within Tower Hamlets
   4. To develop the profile of services in Tower Hamlets by maintaining close links with referral sources in particular local GP’s
   5. To take measures to increase the accessibility of the service, by targeting under-represented groups in Tower Hamlets multicultural community. To promote cultural awareness and sensitivity in the process of service delivery
   6. To ensure the service is operating within the BACP code of Ethics and Practice and complies with the BACP Quality Standards
   7. To attend service contract meetings when required

**Duties required of all Mind in Tower Hamlets and Newham employees**

1. To work unsocial hours as required, evening and weekends as the service needs are identified and cover required
   1. Undertake the induction programme as devised
   2. Participate in staff meetings, team meetings, supervision meetings, appraisals, consultancy, training, team development sessions, working groups and other meetings as required, reporting back as required
   3. Provide cover for staff who are absent, at the direction of the Clinical Delivery Manager
   4. To be administratively self-servicing, with good organisational skills
   5. Share responsibility for the effective use of systems and procedures for service users, finance, staff communication, and dissemination of good practice and effective working methods within Mind in Tower Hamlets and Newham
   6. Share responsibility for health and safety practices, safeguarding or suicidal risk and reporting any concerns to line management and taking immediate action as required
   7. Undertake all duties in accordance with Mind in Tower Hamlets and Newham’s policies, with particular reference to the Equal Opportunities and Health and Safety policies, and work towards their continuing development and implementation.

**This job will be reviewed periodically in line with the organisation’s Operational Plan. Mind in Tower Hamlets and Newham aim to reach agreement on changes, but if agreement is not possible, Mind in Tower Hamlets and Newham reserves the right to change the job description**



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| **Counselling Co-ordinator - Person Specification** | | |
| **No** | **Qualifications** | **Essential/**  **Desirable** |
|  | To have a Psychotherapy/Counselling or a related degree, e.g. Psychology with either a Post Graduate Cert/Dip in Mental Health or Equivalent  Or  IAPT Low intensity worker/ psychological wellbeing practitioner qualification | E |
|  | Accredited membership or registration with any recognised professional body or prepared to work towards this within the first 6 months in post | D |
|  | **Experience** |  |
|  | Substantial and demonstrable experience of providing psychological interventions of at least 1 years post qualification | E |
|  | Experience of managing client’s risk to self/others and making onward referrals to secondary care services, crisis teams, CMHT’s and safeguarding referrals. Also able to guide others in conducting comprehensive risk assessments and onward referrals accordingly | E |
|  | Experience of mentoring, managing , or supervising other staff | D |
|  | At least 1 years’ experience of working within a stepped care framework (eg. IAPT service or an IAPT counselling service provider) | E |
|  | Demonstrable experience of screening referral suitability and knowledge of the necessary steps to take to ensure clients are allocated to the appropriate treatment intervention within the stepped care framework | D |
|  | Ensure that clients are within the correct pathway on the database system from the beginning to the end of the patient journey, and actively searching and making corrections where needed | D |
|  | Experience of recruiting, inducting, case managing or line managing psychological therapists (paid or volunteers) | D |
|  | Experience of receiving case management within own role as a clinician either on IAPTus or another similar database system | E |
|  | Experience of the use of clinical outcomes measures, (eg. PHQ9 and GAD7) | E |
|  | Competent in the use of IAPTus or similar patient database system | E |
|  | Experience of engaging and communicating effectively with a diverse range of people, including clients, staff and other professionals | E |
|  | Experience of keeping accurate records and writing clear and concise case notes, reports and other forms of communication both internal and external | E |
|  | Experience of delivering training/presentations to a range of audiences, ideally on topics which relate to mental health and wellbeing | D |
|  | Experience of developing and running group based treatment interventions | D |
|  | **Skills and Knowledge** |  |
|  | Ability to work independently and as part of an integrated multi-disciplinary team | E |
|  | Ability to prioritise and manage own workload and use own initiative in identifying and solving problems | E |
|  | Ability to work flexibly and work unsocial hours, as required | E |