

**Newham Bereavement Service**

**Job description – NBS Counselling Coordinator**

**Job Title** Counselling Coordinator (Newham Bereavement Service)

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

Based on 21 hrs. per week this is equivalent to £17, 301 based on NJC scale point 20.

**Accountable to:** CEO

**Supervised by:** Operational Director and External Clinical Supervisor

**Location:** 655 Barking Road, London E13 9EX (All staff currently working remotely working)

**Hours:** 21 hours per week (days and times negotiable although there may be evening and weekend work)

**Contract:** Currently until July 2021 with possible extension

**Management Structure**

Mind in Tower Hamlets and Newham staff are accountable to the CEO. The Coordinator will be supervised by the Operational Director as well as access to Clinical supervision by an external supervisor. The Coordinator will have direct line management responsibility for a team of Paid and Volunteer Counsellors, part-time administrator as well as oversight of Clinical Supervisors.

**Overall purpose of the post**

To be responsible for project coordination and manage delivery of the Newham Bereavement Service (NBS) in line with the Service Level Agreement. The service currently includes:

1. **Main tasks – Management and Coordination of the Newham Bereavement Service**

* In conjunction with the Operational Director and CEO support the development of the service in line with the service level agreement, BACP quality standards and National Bereavement Care Standards developed by Cruse. The standards can be found: <http://www.cruse.org.uk/bcss?gclid=CLO_6Pvm-9ICFaUW0wodCskJVw>
* Provide good induction, training and support to staff to enable excellent delivery against their area of activity, proper use and application of the ‘Views’ client database system as well as maintaining required CPD standards.
* With admin support, the Coordinator will receive all referrals to the service, ensuring effective registration and assessment before allocating to respective service strand, therapist or signposting to other services.
* Ensure that each service strand is operating to full capacity and able to deliver against the agreed KPI’s, recruiting to roles as necessary.
* Ensure good evaluation of the service and monitor completion levels
* Ensure effective promotion, including any outreach and presentations
* In conjunction with the Operational Director support the production of quarterly monitoring reports

**Activities relating to each service strand**

**Service Strand 1 - Bereavement Counselling**

* Undertake clinical assessments for those accessing counselling and allocate to appropriate counsellor
* Recruit, Support and manage the Counselling Volunteers. Delivery of counselling will be in line with MITHN’s Counselling Volunteer Placement model. (Currently up to 8 Counsellors)
* Coordinate and ensure that all counsellors receive bi-weekly clinical supervision
* Management responsibility for Clinical Supervisors
* Operate within the BACP code of Ethics and Practice and National Bereavement Care Standards developed by Cruse.
* Ensure service outcomes are developed, completed by clients and reported on to the commissioners. (CORE 10 in place for one to one counselling, other tools will be developed in line with the SLA)

**Service Strand 2 - Group Support**

* Support the group facilitator to ensure effective delivery of the Open group sessions.
* The group Facilitator may be required to deliver groups during the evenings or weekends
* Monitor and promote access to both the open and closed groups from all the communities including BAMER communities

**Service Strand 3 – Early Bereavement Support**

* Allocate clients to therapists ensuring that they are working to full operational capacity levels.
* Offer training on early bereavement support ensuring that staff can deliver against good practice requirements.
* Monitor counselling practice delivery, ensuring that data capture and evaluation is being recorded accurately.
* Offer general support and guidance.

**General duties**

* Attend service meetings, contract monitoring meetings as required
* Be administratively self-servicing
* Be available to work outside of office hours if required
* To participate in training, E-Learning attend courses, seminars and conferences as agreed and required
* To abide by and promote Mind in Tower Hamlets and Newnham’s policy and procedures
* Provide staff cover when necessary
* Support any development opportunities for service expansion
* Raise the profile of services in Newham by maintaining close links with referral source.
* Manage any IT issues and where necessary escalating to the IT technical support to ensure remote working capability is met.

**Duties required of all employees**

* Undertake the induction programme as devised and assist in induction of new staff, if requested to do so
* Attend supervision sessions as required
* Attend and participate in staff meetings, team meetings, appraisals, raining and other meetings as required
* 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 to maximize the safety of clients and staff
* Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham
* Effectively manage any petty cash or financial issues wihin the finance procedures laid down
* To carry out other duties consistent with the post

**This job will be reviewed periodically in line with the organisation’s Business 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 Coordinator (Newham Bereavement Service)**  **Person Specification** | | |
| **No** | **Qualifications** | **Essential/Desirable** |
| 1 | To have a Psychotherapy or Counselling qualification to at least Diploma Level | E |
| 2 | Accredited membership of the UKCP / BACP or BCP or prepared to work towards this within the first 6 months in post | E |
|  | **Experience** |  |
| 3 | Proven experience of Project management/Coordination | E |
| 4 | Substantial and demonstrable experience of providing individual counselling and or Experience of providing Bereavement Counselling | E |
| 5 | Experience of working in the voluntary sector or statutory organisations | E |
| 6 | Experience of delivering staff training and in particular Early Bereavement Support | D |
| 7 | Experience of managing referrals within a Counselling or other health care setting | E |
| 8 | Experience of carrying out one to one assessments | E |
| 9 | Ability to engage and communicate effectively with a diverse range of people who may be experiencing distress | E |
| 10 | Ability to keep good records and writing clear and concise case notes | E |
| 11 | Ability to prepare and provide written and verbal reports of a high standard to internal and external agencies. | E |
| 12 | Ability to take the initiative in liaising with other professionals | E |
| 13 | Experience of recruiting, inducting, and supporting staff, volunteer counsellors, sessional workers and other volunteers | D |
| 14 | Experience of the use of clinical outcome measures, in particular CORE 10 or similar | E |
|  | **Skills and Knowledge** |  |
| 15 | Excellent listening and communication skills | E |
| 16 | Ability to promote counselling to reach all sections of a multi-ethnic community in a culturally appropriate manner | E |
| 17 | Ability to deliver workshops within the borough to promote access to the service and raise awareness | E |
| 18 | Ability to work as part of a multi-disciplinary team | E |
| 19 | Ability to prioritise a varied workload | E |
| 20 | Excellent IT skills and use of client data management systems | D |
| 21 | Ability to be administratively self-servicing, monitor and evaluate service performance | E |
| 22 | Ability to work unsociable hours, as required (Includes some evenings and Saturdays) | E |
| 23 | Ability to work flexibly and independently, using your own initiative | E |