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**Mind in Tower Hamlets, Newham and Redbridge**

**Counselling Coordinator Job description/Person Specification**

**Job Title:** Counselling Coordinator

**Salary:** £34,738.00 annum inclusive of Inner London Weighting. Based on 7.5 hours is £7,132 21

**Line Managed/Supervised by:** Counselling Services Manager

**Location:** London Borough of Tower Hamlets & Newham

**Hours:** Part time to cover a total of 7.5 hours per week (days and times negotiable although there will be evening work)

**Contract Term:** 31st March 2025

**Closing Date:** 9.00am 19th July 2024

**Interviews:** TBC

**Background Information:**

Mind in Tower Hamlets, Newham and Redbridge (MindTHNR) 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, delivering bereavement counselling to adults living in Newham.

The Counselling Coordinator will be required to complete, oversee and screen clinical counselling assessments and referrals, provide administrative and data support for the smooth running of the counselling services including managing administrative assistants, and provide duty management to therapists in accordance with safeguarding policies and procedures.

**Management Structure:**

All Mind in Tower Hamlets, Newham and Redbridge staff are accountable to the CEO.  The Counselling Coordinator will be supervised by the Counselling Service Manager who reports to the Operations Director.

**Overall Purpose of the Post:**

The Counselling Coordinator will be required to effectively support the coordination and supervise the activities of Newham Bereavement Service and Tower Hamlets Bereavement Service 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 Views database 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, identify and report any gaps in volunteer staffing levels both planned and unplanned to the Counselling Services Manager and take appropriate action
   6. To provide duty management to therapists (counsellors) and support / guide them in accordance to safeguarding policies and procedures
2. **Training**
   1. To support the Volunteer Counselling Placement Programme
   2. To support the recruitment and induction of Volunteer Placement Counsellors in line with Mind in Tower Hamlets, Newham and Redbridge policies and procedures.
   3. To support with ensuring that all new volunteers understand how to use the Views and IAPTus database system to meet the quality and recording requirements of the counselling services.
   4. Ensure that all administrative assistants understand how to use the Views and IAPTus database system to meet the administrative requirements of the counselling services.
   5. Consult with counsellors and provide guidance for extensions and signposting where necessary
   6. 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
3. **Clinical** 
   1. Complete clinical counselling assessments and recommend interventions for clients referred to the service.
   2. Coordinate and oversee clinical counselling assessments and referrals to the service
   3. Manage referrals received by this service ensuring that all relevant client information is accurately and regularly updated onto the Views system
   4. Screen referrals to the service for counselling in accordance with the service’s inclusion and exclusion criteria
   5. Identify inappropriate referrals and discuss with the Counselling Services Manager
   6. Ensure that the service is operating to full capacity in order to maintain required KPIs for waiting list levels
   7. Manage client queries and related administrative requirements including answering the phones, data input, allocations to counsellors, updating care pathways and schedules, sending appointment letters and other communication.
   8. 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.
   2. To contact clients at the top of the waiting list and book in clients to the counsellor’s diary and send follow up client and GP letters when needed.
   3. To monitor discharge procedure by discharging people who have not engaged
   4. To promote the services to other professionals, GP’s, IAPT providers within Tower Hamlets and Newham
   5. To develop the profile of services in Tower Hamlets and Newham by maintaining close links with referral sources in particular local GP’s
   6. To take measures to increase the accessibility of the service, by targeting under-represented groups in Tower Hamlets and Newham multicultural community. To promote cultural awareness and sensitivity in the process of service delivery
   7. To ensure the service is operating within the BACP code of Ethics and Practice and complies with the BACP Quality Standards
   8. 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 Counselling Services 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, Newham and Redbridge
   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, Newham and Redbridge’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 Business Plan. The role as described is not exhaustive and so there may be other areas which are the responsibility of this role**

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Description automatically generatedCounselling Co-ordinator - Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form

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| --- | --- | --- |
| **No** |  | **Essential/**  **Desirable** |
| **Qualifications** | | |
|  | Counselling or Psychotherapy qualification to Advanced Diploma level or above | 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 the use of clinical outcomes measures, (eg. CORE-10, PHQ9 and GAD7) | E |
|  | Experience using of IAPTus, Views or similar patient database system | D |
|  | 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 |
|  | Demonstrable experience of screening referral suitability and knowledge of suitability within the stepped care framework | D |
|  | Experience of working with volunteer counsellors including recruitment, induction and line management | D |
|  | 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 |
| **Qualities** | | |
| 19. | Ability to influence and lead others to achieve shared goals | E |
| 20. | Ability to work flexibly and work unsocial hours, as required and help others | D |
| 21. | Demonstration of respect for diversity, inclusivity, and good working relationships | E |
| 22. | Upholding ethics and organisational values | E |
| 23. | Demonstration of commitment to own learning and continuous improvement through training and development | E |