

JOB DESCRIPTION

Job Title: Counselling Services Manager

Department: Support Services

Reporting to: Head of Support Services

Location: Head Office/Home based

PURPOSE OF ROLE:

To develop and lead a counselling support service for Tenovus Cancer Care patients and their families. To be responsible for the line management and professional leadership of the counsellors working within the service, building strong relationship with our NHS and third sector partners and leading on the development of high quality training packages to support the emotional wellbeing of people affected by cancer.

Working within organisational policies and BACP guidelines develop the team to deliver a high quality one to one counselling service for people affected by cancer and an ongoing timetable of group work and training sessions with our partners Effectively manage the referrals for counselling, ensuring there is a robust structured framework in place for initial assessment for client suitability for counselling.

MAIN DUTIES AND RESPONSIBILITIES

- Provide inspirational line management for the Tenovus Cancer Care counselling team
- Hold a small individual one-to-one counselling portfolio and deliver psychoeducational group work and training as appropriate.
- Work to develop and support the delivery of therapeutic packages to suit the needs of individual clients; using a range of theories e.g. Cognitive Behavioural Therapy, Psychodynamic, Person-Centred/Humanistic and Brief Therapy model Work within the Ethical framework of the British Association of Counsellors and Psychotherapists (BACP)
- Develop a range of innovative ways of service delivery by the counselling team, including training courses, psycho-educational programmes and support groups to people affected by cancer
- Ensure case allocation to an appropriate counsellor in a timely manner and within their individual areas of expertise and refer clients to other organisations as appropriate, in line with service protocol.
- Manage the counselling waiting list while ensuring a structured and robust framework is in place for client assessment for counselling.

- Ensure the counselling team maintains a high quality clinical practice by attending monthly clinical supervision meetings in accordance with at least the minimum levels recommended by relevant professional body, (BACP).
- Maintain membership of and registration with a professional governing body, BACP, BABCP, HPC, AFT, working within a recognised ethical framework, BACP Ethical Framework for Good Practice in Counselling and psychotherapy (2002) and undertaking appropriate Continuing Professional Development
- Assist the Head of Support Services in the development of the counselling strategy in accordance with the strategic aims of the charity.
- Build strong relationships with other Support Service teams to maximise their understanding of the counselling service and how it fits in to the wider service.
- Take part in peer review and reflective practice to facilitate personal and professional development of all staff
- Develop and implement campaigns to promote the service and increase referrals to the counselling service and the wider support services
- Ensure that any complaints relating to the counselling service are reported to the Head of Support Services so that corrective action can be instigated.
- Effectively manage the overall performance of the Counselling team, ensuring they are working to agreed objectives, delivering outcomes and receiving appropriate training and support
- Ensure that the functions of this support services team are carried out effectively and in accordance with legislation, regulations guidance, standards and local procedures and priorities
- Ensure accurate client record keeping is maintained by the counselling team and to undertake regular audits with counsellors.
- Assist and participate in on-going audit/evaluation of the counselling service and contribute to clinical outcome data.
- Assist the Head of Support Services with reports, and maintain client records appropriately and securely and to provide statistical data for routine audit e.g. waiting lists/ analysis of clinical activity
- Work in line with counselling procedures and key performance indicators, reporting on and maintaining counselling/client capacity at all times.

Prepared by: Helen Powell

Date Prepared: Jan 25

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Degree in Counselling	●	
Experience in all aspects of Counselling/integrative skills within a Health Care environment	●	
Member of governing body, BACP, BABCP, AFT	●	
BACP Accredited Diploma in Supervision		●
At least one year post qualifying experience in counselling	●	
Experience of sourcing and developing key contacts within the NHS and Third sector	●	
Experience of delivering a range of relevant training to groups	●	
Specialist knowledge of issues around a cancer diagnosis including anxiety, grief, loss and relationship issues		●
Line management experience of managing a remote team	●	
Experience in analysing data and accurate reporting	●	
Evidence of Continuous Professional Development		●
Skills, Aptitudes & Abilities		
Excellent interpersonal skills including empathy and the ability to make people feel at ease	●	
Excellent planning and organisation skills with the ability to manage several projects at the same time	●	
Excellent training, presentation, coaching and group facilitation skills	●	
Proficient in relevant Microsoft Office packages, i.e. Word, Excel, PowerPoint, Outlook, Visio, Project	●	
An excellent collaborator with the ability to work alongside colleagues as part of a team	●	
Highly developed relationship building and management skills with the ability to motivate team members to deliver to the highest standard	●	
Able to influence internal and external stakeholders and to develop strong and lasting relationships	●	
Good analytical skills and ability to provide timely, relevant and accurate reports	●	
Ability to communicate through the medium of Welsh		●

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Integrity, Supportive, Inclusive, Innovative and Collaborative. All employees are expected to demonstrate and reflect these values in their day to day activities.