



## Coventry Rape and Sexual Abuse Centre

### Job Description & Person Specification – Counselling Team Manager

<b>Job Title:</b>	<b>Counselling Team Manager</b>
<b>Responsible to:</b>	Strategic Lead for Therapeutic Services
<b>Salary:</b>	Management hours: £30,785 - £34,788 FTE per annum, dependent on experience  Counselling hours: £25,801 - £30,785 FTE per annum, dependent on experience
<b>Hours:</b>	Full-time 37 hours per week (15 hours management and 22 hours clinical practice)

### Job Description

#### Job Purpose

- To work in partnership with a second counselling team leader and under the direction of the Strategic Lead for Therapeutic Services to develop the counselling service which encompasses a range of services suitable for sexual violence victims/survivors, supporters and their families aged 5 years upwards.
- To work in partnership with the Strategic Lead for Therapeutic services to ensure that the Counselling service operates to the highest standard of efficiency and quality of practice to meet client's needs.
- To support the operational management of the Children and Families Counselling service on a day to day basis, ensuring that the quality of practice and performance management frameworks are implemented across the team.
- To provide support, development and management supervision to the Counsellors.
- To support the review and development of counselling services with the senior management team, including the embedding of online counselling services.
- To ensure operational and performance reporting systems are in place and are actively managed in line with best practice and funding requirements.
- Represent CRASAC externally when requested.
- To act as a Designated Safeguarding Officer, alongside a team of 5 others.
- Operational management of specific projects.
- To carry a caseload to support with our main adult counselling service and our time limited crisis counselling service for adult clients.

### **Main Duties and Responsibilities:**

- Uphold and promote CRASAC values, ensuring that the service constantly strives to improve client outcomes.
- Provide line management support and annual appraisals to Children, Young People and Family Counsellors.
- Ensure the effective provision of counselling time, by managing annual leave, toil, and monitoring sickness.
- Monitor the quality of the counselling service.
- Monitor and ensure that data is inputted correctly by the counselling teams and processes are followed.
- Support the Strategic Lead in their role, including:
  - managing the waiting list
  - investigating complaints where required
  - providing written reports and service evaluations as required/directed
  - reviewing and improving the service delivery model and client pathway.
- Attend staff meetings and training as required.
- Work flexible hours to meet the needs and demands of service provision.
- To ensure safeguarding protocols and procedures are followed to ensure the safety of children, young people and vulnerable adults.
- Carry out any other duties that are within the scope, spirit and purpose of the post and its grading, as requested by the Strategic Lead.

### **Person Specification**

#### **Experience**

- Extensive experience of providing trauma focused counselling/therapeutic practices to a wide age range, preferably to both adults, children and young people.
- Knowledge of and commitment to women's issues, equal opportunities and anti-oppressive working practises.
- Direct experience of managing client-facing services, including performance management and line management supervision of staff.
- Knowledge and understanding of the nature of sexual violence and abuse and its effects on victims and survivors.
- Direct experience of safeguarding, data protection and risk management.
- Knowledge and understanding of discrimination.
- Experience of working with a range of agencies in the statutory and voluntary sector.
- Proven ability in the areas of quality management, change management and continuous improvement.
- Experience of day to day operational management of services and projects.

- Ability to produce detailed written reports, analyse information and identify trends.
- IT competent, should be familiar with Word/Excel/ PowerPoint and databases.

### **Qualifications**

#### **Essential**

- Minimum qualification – Diploma level 4 in counselling/psychotherapy or Nationally Recognised Equivalent.
- Accredited or currently working towards accreditation.
- All the qualities we are looking for may be demonstrated through skills and experiences in paid or unpaid work.

Any offer of employment for this post will be subject to the receipt of a satisfactory enhanced disclosure from the Disclosure and Barring Service.