

Coventry Rape and Sexual Abuse Centre

Job Description and Person Specification: Volunteer Counselling Coordinator

JOB TITLE:	Volunteer Counselling Coordinator
RESPONSIBLE FOR:	Volunteer Counsellors
REPORTS TO:	Strategic Lead – Therapeutic Services
SALARY:	FTE £31,371 per annum, pro rata for part-time Actual salary from £19,076 to £25,435 depending on hours
HOURS:	Part-time between 22.5 to 30 hours per week 15 hours management plus 7.5 to 15 hours (negotiable) clinical practice

Job Description

Purpose of Job

- To be responsible for the ongoing coordination of the volunteer counselling service
- To ensure services are of a consistently high quality and are responsive to the needs of service users and the community

Overall Objectives

- To ensure the ongoing provision of high quality, effective and safe services to survivors of sexual violence through a volunteer counselling service
- To provide management supervision and support to the volunteer counsellors
- To represent CRASAC in a professional manner

Specific Duties

1. Management

- Create and develop protocols, policies and procedures relating to the volunteer counselling service
- Provide management supervision to volunteer counsellors, including addressing performance issues and ensuring that organisational policies are adhered to and in keeping with legislative requirements

- Recruit and provide induction for new volunteer counsellors
- Ensure volunteer counsellors undertake initial training and achieve a required standard
- Ensure all volunteer counsellors have access to and regularly attend clinical supervision
- Provide written and verbal reports to the Service & Development Lead as requested
- Work with the Strategic Lead to ensure all monitoring and other reports to external partners and funders are completed within deadline
- Ensure equality of access to the services and carry out regular evaluation of service provision in relation to Equalities legislation
- Ensure that any complaints are thoroughly and appropriately responded to and investigated
- Ensure that the best possible standards are provided for clients receiving the service
- Undertake monthly line management with the Strategic Lead
- Maintain relationships with educational establishments of the Volunteer Counsellors

2. Operational Delivery

- Ensure volunteer counsellors provide counselling to clients accessing the service
- Make safe, appropriate referrals on to other services, both within CRASAC and externally
- Ensure appropriate case notes are maintained, including monitoring information, as required and in line with CRASAC's Confidentiality Policy
- Initially allocate clients to volunteer counsellors, and oversee allocation and case loads of volunteer counsellors
- Ensure that best possible standards are provided for clients receiving the service
- Contribute to, or participate in, the provision of training for staff and volunteers as appropriate and as requested by the Senior Management Team

3. Strategic Development

- Promote and develop the service in accordance with CRASAC policies and ethos and liaise with other agencies as appropriate
- Ensure volunteer counsellor therapeutic services are developed in response to the needs of service users and the local community and in line with local and national standards and guidelines, in conjunction with the Counselling Team Leaders and Strategic Lead.
- Monitor the use of the services and collect monitoring data in line with the requirements of the organisation, funders and community stakeholders
- Maintain up to date knowledge on issues relevant to the provision of therapeutic services and the violence against women field
- Maintain the profile of CRASAC and contribute to the organisation's marketing and profile

4. General Duties

- Act in accordance with CRASAC's policies and procedures
- Ensure CRASAC's commitment to working within an Empowerment Model is central to the development and delivery of all services
- Attend and participate in regular training, staff meetings, supervision and other meetings as necessary or requested
- Be committed to personal and professional development and undertake relevant training and CPD opportunities
- Carry out your own administrative duties
- Support, promote and work in accordance with CRASAC's aims and objectives
- Undertake any duties consistent with the post as may be reasonably requested by the Senior Management Team, or the Board of Trustees, including evening or weekend work when necessary

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

Person Specification		Essential (E) and Desirable (D) Criteria
Qualifications and experience	<p>A recognised Diploma or Degree in integrative/ humanistic counselling/ psychotherapy</p> <p>Current clinical practice</p> <p>Membership of, and eligible for accreditation and/or registration by, BACP or UKCP</p> <p>Experience of maintaining confidential case notes</p> <p>Experience of supervising or managing staff</p> <p>Excellent written and oral communication skills, including report writing</p> <p>Extensive post-qualification clinical experience demonstrating a minimum of 400 proven hours of clinical practice working with trauma Childhood sexual abuse/sexual abuse/violence</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Knowledge	<p>In-depth knowledge and understanding of violence against women and children</p> <p>Knowledge and understanding of the specific issues facing survivors of sexual violence</p> <p>Understanding of the empowerment model and how it relates to work with survivors of sexual violence</p> <p>An understanding of working in the voluntary sector</p> <p>Understanding of ethical issues as defined by BACP/UKCP/other relevant accredited body</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>

	<p>Knowledge of child and vulnerable adult protection procedures</p> <p>Knowledge and understanding of the barriers women face in accessing services and how to provide an accessible service</p> <p>Understanding of data protection and clear boundaries around confidential working practices</p>	<p>D</p> <p>D</p> <p>D</p>
Skills/Attributes	<p>Excellent interpersonal skills</p> <p>Ability to work as part of a team</p> <p>Self motivated and committed to personal development</p> <p>A willingness to be involved in training</p> <p>Clear focus on delivering high quality services</p> <p>Ability to critically assess own performance and engage in reflective practice</p> <p>Ability to function effectively in high-pressured situations</p> <p>Ability to think creatively and show initiative</p> <p>Computer literacy</p>	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
Values and Attitudes	<p>Commitment to improving the lives of clients who have experienced sexual violence</p> <p>Clear boundaries around confidential working practices</p> <p>Commitment to delivering a quality service</p> <p>Commitment to the aims and objectives of Survivors' Network</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

	Committed to promoting equal opportunities and equality of access for service users and staff/volunteers	E
	Committed to self care	E
	Commitment to anti-discriminatory practice	E
	High level of self-motivation	E
	Commitment to a feminist ethos	E
	Reliable and trustworthy	E
	Efficient and punctual	E