

# Lead Counsellor



‘South Lakeland Carers enables carers to manage their caring roles to their own satisfaction by providing a quality service of information, support and advocacy’



Closing date: 12 Noon, Monday 14<sup>th</sup> May  
Interview date: Tuesday 22<sup>nd</sup> May  
Reference: LC18

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**We are delighted that you are interested in joining the dedicated team at South Lakeland Carers.**

South Lakeland Carers (SLC) registered as a charity in 1993. At that time, it provided a support group and supported 15 carers. Over the years, the organisation developed a range of services to support carers.

- 2001 saw the introduction of a carer's right to an independent assessment of their needs and the organisation was contracted by Cumbria County Council to provide these assessments.
- 2004 saw the start of a Young Carers project.
- In 2005 a full-time Carers Support Worker was employed to liaise with Social Work teams in the area and raise awareness of the needs of carers and their right to an independent assessment.
- 2008 saw the appointment of a Volunteer Development Worker, which has helped to build, maintain and develop a team of volunteers to support our work with carers.
- In 2011 Cumbria NHS funding enabled the appointment of a GP Carers Support Worker liaising with GP Practices in South Lakeland.
- In 2013 Lloyds TSB and Northern Rock provided funding for a Young Adult Carer Support Worker post.
- There are now over 1000 carers receiving services.

We are proud of the many achievements made by South Lakeland Carers since it was registered as a charity in 1993 and due to the dedication and hard work of our staff and many volunteers. Our continued success depends on the contribution and expertise of every individual we employ and work with.

2017 marked the 25th anniversary of SLC. In the beginning, SLC provided support to 15 carers. During the intervening period, the organisation has evolved so that today it is supporting 1,334 Carers from age 6 to 98 years.

Over several years, SLC has established a counselling service offering therapeutic support, delivered by a team of volunteer counsellors professionally trained in person centred, psychodynamic or integrative approaches. During 2017, almost 800 sessions were offered to Carers.

In November 2017 an extensive review of the service was undertaken. A key recommendation was to appoint a lead counsellor. This post will initially be for six months, with a view to extending further if additional funding is secured.

We welcome your application.

## **JOB DESCRIPTION**

<b>POST:</b>	Lead Counsellor
<b>REPORTS TO:</b>	Chief Executive Officer
<b>GRADE &amp; SALARY:</b>	£30/ hour
<b>HOURS:</b>	20 hours per month
<b>LOCATION:</b>	South Lakeland Carers Offices

### **MAIN PURPOSE OF JOB**

- Providing clinical leadership to SLC's volunteer counselling team;
- Ensure effective recruitment, induction and retention of counsellors;
- Address conditions of service and protocols in support of student counsellors;
- Oversee the introduction of tools that measure 'clinical outcomes' as well as feedback from ex-clients of the service;
- Lead in-house assessment and possible development of new therapeutic approaches for Carers, including 'on-line' and telephone counselling;

### **MAIN TASKS & RESPONSIBILITIES**

1. Responsible for the integrity of the counselling service including clinical oversight and management of the team of volunteer counsellors
2. Ensure adherence by all counsellors to SLC's Safeguarding Policy in conjunction with the Safeguarding team
3. Be the first point of contact within the counselling service for any safeguarding matters arising
4. Appraise current conditions of service and protocols for volunteer counsellors- including matters of clinical documentation and confidentiality - with a view to recommending changes
5. Organise regular one to ones with counsellors and periodic group meetings;
6. Work with the Volunteer Coordinator to ensure effective and timely recruitment, induction and retention of volunteer counsellors (including student counsellors)
7. Review arrangements for overseeing and mentoring student counsellors including their prior clinical experience, and the assessment and allocation of suitable clients
8. Research local providers of therapeutic services as potential resources for 'referring-on' clients/ Carers
9. Maintain a watching brief on the development of new initiatives offering counselling support to Young Carers
10. Advise on appropriate tools that measure 'clinical outcomes' and lead on their introduction into mainstream clinical practice
11. Appraise the parameters of introducing a formal feedback mechanism from users of the counselling service
12. Assess the feasibility of introducing telephone and on-line counselling, including issues of confidentiality, risk and clinical expertise
13. Represent the counselling service to external audiences;

### **ORGANISATIONAL REQUIREMENTS OF EMPLOYEES**

- Carry out duties in accordance with legislative and regulatory requirements
- Carry out duties in accordance with SLC policies and procedures, including Health and Safety, Confidentiality, Equal Opportunities
- Contribute to the overall achievement of SLC mission and objectives

- Ensure the values of SLC are upheld across the organisation
- Assist SLC in Community Fundraising initiatives
- Promote SLC social enterprise initiatives
- Participate as part of the requirements of SLC to meeting their ISO 9001 Quality Award standards
- Participate in networking activity at local, county and national level as required
- Provide a supportive working environment to all staff and volunteers
- Attend regular supervisions, staff and team meetings as requested
- To contribute to research and reports

This job description outlines the principal responsibilities and duties of the post holder. It is not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of evolution of the organisation, changes of legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

## PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>▪ Good general educational attainment at further education (FE) level</li> <li>▪ Accredited membership of either BACP or UKCP</li> </ul>	<ul style="list-style-type: none"> <li>▪ Formal qualifications/ training in clinical supervision</li> </ul>
<b>Experience of</b>	
<ul style="list-style-type: none"> <li>▪ Working in a variety of organisational settings both as a clinician and as a manager</li> <li>▪ Working with a broad range of clients and their presenting issues</li> <li>▪ Managing 'at risk' clients</li> <li>▪ Working on own initiative</li> <li>▪ Working and communicating with team managers and colleagues</li> </ul>	<ul style="list-style-type: none"> <li>▪ Managing a team of volunteers</li> <li>▪ Working with brief, time limited counselling protocols</li> <li>▪ Working with or within the voluntary sector</li> <li>▪ Working specifically (as a counsellor) with 'Carers'</li> <li>▪ Working clinically with children or adolescents</li> </ul>
<b>Knowledge of</b>	
<ul style="list-style-type: none"> <li>▪ The counselling cycle, from referral and assessment through to the process of ending and possible onward referral</li> <li>▪ Protocols that ensure confidentiality throughout the counsellor/ client relationship</li> <li>▪ Tools that measure clinical outcomes</li> <li>▪ Tools to access clients' feedback</li> </ul>	<ul style="list-style-type: none"> <li>▪ Issues affecting Carers</li> <li>▪ On-line counselling</li> <li>▪ The work of Carers' Associations</li> <li>▪ Cumbria County Council's Adult Safeguarding Policy</li> <li>▪ BACP's Guide to University and College Counselling Services: <a href="https://www.bacp.co.uk/media/2237/bacp-university-college-counselling-services-sector-resource-003.pdf">https://www.bacp.co.uk/media/2237/bacp-university-college-counselling-services-sector-resource-003.pdf</a></li> </ul>
<b>Skills</b>	
<ul style="list-style-type: none"> <li>▪ Strong interpersonal skills</li> <li>▪ Excellent time management and organisational skills</li> <li>▪ Strong verbal communication capacity</li> <li>▪ IT literate</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of recruitment/ interviewing</li> <li>▪ Verbal communications with a wide range of audiences (in the process of counsellor recruitment)</li> </ul>
<b>Qualities</b>	
<ul style="list-style-type: none"> <li>▪ Ability to relate to volunteer counsellors and offer sound clinical judgement and support</li> <li>▪ Ability to think strategically about the development of the counselling service in conjunction with SLC's management team</li> <li>▪ Ability to respond outside normal working hours in the event of an urgent clinical matter</li> <li>▪ Commitment to Carers and Cared for</li> <li>▪ Ability to plan, work and organise under pressure</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to respond to new situations</li> <li>▪ Ability to manage own personal development and a willingness to learn</li> <li>▪ Ability to communicate through written reports</li> </ul>

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| <ul style="list-style-type: none"><li>▪ Commitment to Equal Opportunities, Cultural Diversity and exceptional customer service</li></ul> |  |
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## TO APPLY FOR THIS POSITION

You must email a covering letter explaining why you think you would be a good candidate, along with an up to date CV to [admin@slcarers.org.uk](mailto:admin@slcarers.org.uk), Rehabilitation of Offenders Act 1974 (Exception) Order 1975 form and equal opportunities monitoring form.

If you don't have Internet access, telephone 01539 815970 and give us your name and address, quoting the job title and reference number.

## DEADLINE FOR RECEIPT OF APPLICATIONS

This vacancy closes Monday 14<sup>th</sup> May at 12 noon. Any applications received after this time will not be processed.

Your covering letter, CV, Rehabilitation of Offenders Act 1974 (Exception) Order 1975 and equal opportunities monitoring form should be returned by one of the following methods:

### By email:

Please email [admin@slcarers.org.uk](mailto:admin@slcarers.org.uk) There is no need to send additional copies. If successful, you will be asked to sign your electronic application at interview. Please note that our email servers will not accept emails larger than 10MB.

### By post:

Admin, South Lakes Carers, Level 3, Stricklandgate House, Stricklandgate, Kendal LA9 4PU.

## ACKNOWLEDGEMENT OF RECEIPT

Email applications will be acknowledged when we receive them. Should you wish to receive an acknowledgement for a postal application, please include a self-addressed envelope with a 1st or 2nd class stamp and we will return this to you.

## INTERVIEWS

Interviews will be held on 22<sup>nd</sup> May 2018 at SLC offices.