

SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION

Job Description:

Counselling Coordinator – Affordable Counselling Service and Youth

Reporting to: Community Advice & Wellbeing Programme Manager

**Work pattern: 20 hours per week, permanent contract
Based: Denton Island, Newhaven**



The Counselling services

Affordable Counselling has been operated by Sussex Community Development Association (SCDA) for many years supporting members of the community. The service has established a reputation in the local community for offering a professional, confidential service to the local community. The Affordable Counselling service currently has 19 volunteer counsellors, some qualified, some trainees, covering Newhaven, Lewes, Hailsham and Eastbourne. More recently, the youth counselling provision has been brought under the overall counselling umbrella, supporting young people aged 11-18; this service is not currently under the BACP accreditation.

Supporting Survivors of Suicide project (SSOS), is a partnership between Sussex Community Development Association and Counselling Plus Community (CPC). The project provides effective and timely support for anyone affected by suicide or attempted suicide (families and carers, friends and colleagues). Both services are accredited by the British Association for Counselling and Psychotherapy (BACP) and operate county-wide (the 1-1 provision for SSOS is provided by CPC in Hastings & Rother). An additional partnership is currently being formed with Counselling Plus Community (CPC) to provide 1:1 counselling to individuals affected by sexual violence.

The Organisations

SCDA was founded in 1997. Its primary purpose is the development of sustainable community-based regeneration initiatives addressing the economic, environmental, and cultural and community needs, and particularly addressing the needs of those most vulnerable in the community.

SCDA now runs a range of projects and services aimed at supporting community involvement across East Sussex. Funding has been secured from a range of sources including European, Lottery and charitable trusts as well as contracts to deliver services and run projects in both Newhaven and elsewhere in East Sussex.

To support its core activities SCDA also runs a number of Social Enterprises. These include Denton Island Nursery, rated as 'Good' by Ofsted, several charity retail shops, and a bicycle recycling scheme.

Service areas include:

Employability – supporting unemployed people across East Sussex, specialising in those who find it hardest to find and sustain paid work.

Advice & Inclusion – delivering a variety of services aimed at promoting inclusion for BME communities; supporting people at risk of anti-social behaviour and hate crime; and offering access to a range of specialist advice provision through partners.

Health & Wellbeing – delivering a range of services around food; green and open spaces; promoting physical activity and mental health and wellbeing in the community.

Community Development – delivering targeted and general Youth provision locally; raising the profile of communities in which we work through regular community events; offering a suite of Family Learning and Inclusion activities for parents and carers of Under 5's. We also manage Denton Island Nursery which Ofsted has rated as 'Good'.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet the needs of the most vulnerable in the community: helping the community help itself.

This SSOS and the counselling for sexual violence is run in partnership with **Counselling Plus Community** – Counselling Plus is a small charity which offers affordable counselling to people on benefits or with low income who would otherwise struggle to access counselling. Counselling Plus was officially launched as a charity in 1992 (previously known as Hastings and Rother Counselling).

Counselling Plus have around 40 volunteer counsellors who each see at least three clients per week. This equates to an offer of approx 5,000 client sessions per year. They provide counselling in Hastings, Rye, Bexhill and Northiam.

The context of the job

The organisation (SCDA), though fairly small in terms of staff at approximately 90 employees, continues to grow - especially in terms of its geographic remit and delivery. One of SCDA's Core Values is teamwork and support for colleagues, and we expect all members of staff to demonstrate flexibility within their specified job role and offer continued support to other colleagues and when required.

From time to time the post holder will be required to work flexibly on evenings and weekends to meet service user and community needs. Preferably you will flex working pattern in the week of such activity, or occasional authorised time off in lieu may be granted in accordance with the policy. Limited additional remuneration may also be available from time to time to cover peaks in workload, after previous authorisation from manager and line with agreed budgets.

Main Tasks

- Recruit, monitor, direct and support current group of qualified and trainee counsellors in line with BACP accreditation, including counsellors for youth counselling service.
- Provide direction, support and supervision for the senior project assistant.
- Ensure a broad marketing reach for the services across communities, using a range of methods, such as GP surgeries and social media.
- Maintain and develop effective referral and self-referral routes through developing and building on good relations with a range of partners such as A&E, police, GP practices, mental health providers etc.
- Carry out thorough assessment of clients accessing the affordable and youth counselling services.
- Carry out assessment of risk for individual clients in each service area.
- Co-ordinate one-to-one timely and effective counselling support for vulnerable clients in the community including suicidal individuals, addressing both immediate crises and providing on-going support, through liaison with a range of counsellors.
- Ensure accessible safe places to talk.
- Provide appropriate reporting within SCDA to provide input to annual and board reports.
- Represent the services and partner organisations at key forums.
- Review evaluation and monitoring methods to ensure quality of service provision, and aims and objectives of the service are met.
- Meet regularly with Line Manager or other designated supervisor for supervision, case load and project reviews and to take responsibility to follow through agreed areas of work.

- Attend staff team meetings
- Ensure all internal HR processes, such as annual leave, sickness and TOIL are followed correctly in respect of self and project team
- The varied nature of the role requires flexibility to undertake other appropriate and relevant duties as they occur.

EQUAL OPPORTUNITIES

Sussex Community Development Association is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

HEALTH AND SAFETY

All staff have responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SCDA health and safety policies and to undertake specific health and safety responsibilities as necessary.

This job description will be reviewed from time to time or as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for the determination of objectives and the content is subject to annual review.

Signed.....

Dated.....

Person Specification

Essential qualifications

- Qualification in relevant counselling modality
- Accreditation (or working towards Accreditation) in a Psychological or Counselling Discipline (e.g. BACP or BPS)
- Evidence of maintaining skills and knowledge-base post qualification and meeting relevant continuing professional development requirements and re-accreditation if appropriate.

Essential experience

- At least 2 year's post qualifying professional experience
- Proven experience of working in a complex, multi-agency environment
- Previous supervisory experience
- Experience of successful development and implementation of initiatives and services.

Desirable experience

- Previous experience of facilitating groups in a therapeutic setting
- Experience of developing funding applications or contributing to tenders.

Essential skills, abilities and knowledge

- Data protection legislation and relevant reporting procedures
- Good understanding of confidentiality and safeguarding issues
- Experience of working with, directing and supporting volunteers and staff teams
- Initiative, excellent written and verbal communication skills,
- Ability to work within a number of teams and also autonomously
- Plan, deliver and manage services for service users whilst at the same time giving priority to their involvement and support
- Good risk assessment and management skills

- Ability to adapt information to a variety of audiences
- Microsoft Office skills
- Analytical, funding and report writing skills
- Strong organisational and workload management skills.

Desirable skills, abilities and knowledge

- Relevant knowledge of statutory, voluntary and community based providers of initiatives and services around preventative mental health, well-being, and psychological services.
- Monitoring, evaluation and reporting to a range of funders

Personal Qualities

- Ability to relate to individual people with mental health problems
- Approachable, open and sensitive to working with a range of service users, partners and professionals
- Understanding of and personal commitment to implementing good anti- discriminatory practice
- A flexible, positive and creative approach to service delivery
- Understanding of and personal commitment to community empowerment.

Circumstances

- To be able to travel around the area easily and economically
- Willing to undergo enhanced DBS checks & health checks as appropriate.