

# **SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION**

## **Job Description:**

### **Service Lead for Sussex Community Counselling**

**Reporting to: Community Advice & Wellbeing Programme Manager**

**Work pattern: 25 hrs hours per week**

**Fixed term until 31<sup>st</sup> March 2027 in the first instance**

**Salary range: £35,304 - £38,979 per annum pro rata (upper levels  
awarded for qualification & experience)**

**Based: Denton Island, Newhaven**



# The Counselling Services

Sussex Community 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 approximately 20 volunteer counsellors, some qualified, some trainees, covering Newhaven, Lewes, Hailsham and Eastbourne. We also provide counselling for people who have experienced domestic abuse and a Youth Counselling service supporting children aged 10 – 18.

Our Suicide Support and Recovery Service includes support for survivors of suicide and for those bereaved by suicide, which helps people living in East Sussex who have been bereaved by suicide, offering practical and emotional support, advice and guidance from our team of Bereavement Support Workers.

Our counselling services are accredited by the British Association for Counselling and Psychotherapy (BACP) and operate county-wide. We work in partnership with a range of stakeholders across the county, including NHS services and other community-based counselling such as Counselling Plus Community.

## SCDA

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 people with complex challenges 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 Lottery Community Fund and charitable trusts as well as contracts to deliver services and run projects across East Sussex, including from the DWP, ESCC & Home Office.

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

For further reading and information regarding SCDA's Vision please visit:

<https://sussexcommunity.org.uk/wp-content/uploads/2023/03/Our-Vision.pdf>

There are 12 main service areas grouped under 3 broad headings:

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

Community Advice & Wellbeing – delivering a variety of services aimed at promoting inclusion for people from culturally diverse communities; facilitating work into tackling loneliness & social isolation; offering mental health support via a range of counselling services, support for those bereaved by suicide, and offering access to a range of specialist advice provision through partners.

Community Development & Health – including Youth activity provision locally; delivering a range of services around emergency and community food & food security; green and open spaces; promoting physical activity and mental health; raising the profile of communities in which we work through regular community events; offering Family Learning and Inclusion activities for parents and carers of Under 5's.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet the complex challenges experienced by many people within in the community and helping make a difference.

## The context of the job

The organisation (SCDA), though fairly small in terms of staff at approximately 70 employees, delivers projects, services & activities across East Sussex. 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 in line with agreed budgets.

## Main Tasks

### **Service Lead – Social & Commercial Business Development**

- Maintain and further develop systems and processes, & identify opportunities for service growth
- Maintain and develop the social enterprise model (including budget oversight)
- Generate new business through promotion of paid for counselling services
- Manage BACP accreditation cycle & annual renewal, including review of all policies and procedures, & responding to new BACP guidance as needed
- Develop & coordinate the counsellor training programme. One training session per quarter, including yearly safeguarding training. This may also involve own delivery of training.
- If a BACP Accredited Member, act as Clinical Lead for the service as a whole.

### **Service Lead tasks**

- Maintain oversight of client management for all services, including referrals, assessment, and allocation of clients, by ensuring timely counselling support for clients as well as, onwards referral to statutory services when not suitable for services
- Recruit trainee counsellors for placements in adult and youth low-cost services and maintaining and recruiting qualified, experienced counsellors for specialised services (e.g., bereaved by suicide, domestic violence, suicide support, and youth counselling).
- Maintain oversight of, and support clients and counsellors in services as needed
- Arrange appropriate clinical supervision for counsellors and maintain communications with supervisors as needed to support growth and develop of counsellors and ensure clients are suitably supported
- Maintain oversight of SCDA counselling rooms and rented room hire with partners, to ensure client confidentiality, safety, and are aligned with Health and Safety and BACP requirements.
- Maintain, develop and facilitate counselling groups for individuals, including bereaved by suicide and other project-specific groups
- Maintain and store accurate client records in line with GDPR requirements of processing sensitive personal data, in a timely manner
- Be responsible for ensuring projects operate to target, on time and on budget.

- Deputise for other members of Sussex Community Counselling when required.
- Provide line management supervision to the Project Coordinators.
- Attend / Chair 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.

### **Service Promotion**

- 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.
- Develop a collaborative alliance with other agencies including, GPs, local NHS mental health community teams, and crisis and psychiatric teams in order to make appropriate and effective referrals as needed,
- Ensure broad marketing reach for the services across communities, using a range of methods, such as GP surgeries, social media channels and events as necessary.
- In conjunction with line manager, liaise regularly with local third sector organisations as well as national agencies, e.g. The National Bereavement Alliance, the Support After Suicide Partnership, The National Suicide Prevention Alliance, etc. in order to be well-informed and up to date on developments in research and practice in suicide prevention and postvention.
- Be an active member of the local Multi-Agency Suicide Prevention Group and Mental Health Action Group.
- Represent the services and partner organisations at key forums and meetings.

### **Funding Support**

- Write quarterly and annual monitoring reports to commissioners and funders as required.
- Provide appropriate reporting within SCDA to provide input to quarterly, annual and board reports.
- Review evaluation and monitoring methods to ensure quality of service provision and aims and objectives of the service are met.

### **Professional development**

- Continuing Professional Development activity, as required.
- Undertake SCDA compliance training as required, e.g. Child and Adult Safeguarding training.
- 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.

### **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 an accreditation) in a Psychological or Counselling discipline (e.g. BACP)
- Evidence of maintaining skills and knowledge-base post qualification and meeting relevant continuing professional development requirements and re-accreditation if appropriate, such as:
  - Bereavement skills training
  - Suicide prevention training, e.g. ASIST or similar
  - Information, Advice & Guidance L3 or above

### Essential experience

- At least 2 year's post qualifying professional experience
- Experience of facilitating groups in a therapeutic setting
- Proven experience of working in a complex, multi-agency environment
- Experience of successful development and implementation of initiatives and services.
- Complex case work with vulnerable people e.g. probation, hate crime, children & parents
- Excellent experience in conducting risk assessments
- A proven track record in maintaining professional boundaries
- Working well within a team, including working collaboratively with a wider team in relevant agencies, e.g. Public Health, NHS services and third sector agencies.
- Experience of lone working with an understanding of issues relating to personal safety for self and others
- Experience of monitoring service delivery and ensuring it is to time, on target and budget
- Managing one's own mental health well in dealing with challenging subjects

### Desirable experience

- Experience of developing funding applications or contributing to tenders.

### Essential skills, abilities and knowledge

- Knowledge and understanding of complicated grief and the potential impact of the traumatic response that may be experienced by suicide bereavement
- Monitoring, evaluation and reporting to a range of funders.
- Understanding of data protection legislation and relevant reporting procedures
- Ability to manage complex ethical dilemmas
- Excellent written and verbal communication skills, including an ability to adapt information to a variety of audiences
- 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 risk management skills.
- Ability to adapt information to a variety of audiences.
- Strong computer literacy and record-keeping skills utilising IT e.g. 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
- Knowledge of national and international academic research making the link between suicide prevention and postvention
- Awareness of cultural and faith issues relevant to the demographics of the East Sussex area

**Personal Qualities**

- Ability to relate to individual people with mental health problems
- Passionate about supporting individuals who have experienced trauma
- Resilient and confident in own professional boundaries when faced with challenging subject matter
- 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, collaborative, 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 & health checks as appropriate.