

Job Description

Job Title	Response Counselling Manager
Grade	PO5
Reporting To	Head of Service Schools and Communities
JD Ref	PC0145P

Purpose

To be responsible for leading the management, delivery and effectiveness of the counselling service and of workers assigned to the service. Taking an active role in the early help and prevention offer, including receiving, prioritising and completing work allocated through the wider service's processes.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values and leadership behaviours in the role and organisation.
- Place the child at the centre of the work undertaken.

Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- Recruitment, selection, induction on-going support and managerial and counselling supervision of the counsellors.
- Lead the design, development, monitoring and evaluation of systems for young people referred into the service and other appropriate venues/settings.
- Apply for funding and commissioning to expand the counselling service.

Communication, Engagement and Training:

- Ensure the promotion of the service by identifying young people's needs and working with Children's Services and other agencies to develop initiatives to address those needs.
- Work in partnership with agencies and professionals who deal with young people's emotional well-being.
- Contribute towards counselling, Youth Matters and Children's Services improvements.

- Collaborate and be part of a service delivering well-being support to young people of secondary school age or above.
- Undertake personal supervision and training as well as clinical supervision.

Performance Management:

- Maintain client appointments recordings and data management procedures in order to provide performance management data and reports to the Senior Manager, Integrated Youth Support.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.
- Provide professional therapeutic counselling for young people across the Borough in line with the Wirral Council confidentiality policy and within the understanding and guidelines established by the British Association of Counselling and Psychotherapy.
- Ensure that any safeguarding issues are appropriately escalated in accordance with appropriate safeguarding and health guidelines.
- Ensure appropriate signposting and referrals are made which support the identified needs of young people, including the development of appropriate referral pathways.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- An appropriate counselling qualification to diploma level or equivalent.
- Evidence of continuous professional development (CPD) within the field of therapeutic counselling or related disciplines.

Desirable

- A degree level qualification in a child centred/therapeutic/group work or associated subject, e.g. childcare, teaching, education, social work, youth work.
- Accreditation.
- Management qualification and experience.
- Evidence of post qualifying training in a relevant field, for example CBT solution focused therapy.

Knowledge & Skills

- Knowledge and understanding of vulnerable adolescents and related issues such as substance misuse, Child Sexual Exploitation (CSE), relationship conflict and domestic abuse.
- Excellent administrative and communication skills.
- Able to write reports, maintain accurate records and analysis key data in relation to issues of the client group.
- Ability to work both autonomously and as part of a team.



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- Ability to respond to crisis situations and work flexibly alongside other services as part of this response.

Desirable

- Knowledge of adult mental health issues.
- Ability to negotiate and influence across organisational boundaries to deliver person centred services for young people and their families

Experience

- Experience of working with young people aged 11 upwards.
- Experience of working with other agencies.
- Experience of working with suicidal ideation and repeated self-harming.
- Experience of working with Young People referred by A&E
- Experience of attending meetings with other services, senior managers and commissioners,
- Ability to discuss complex issues with parent/carers while respecting the young person's confidentiality.

Desirable

- Experience in a specialist area such as drugs and alcohol, housing.
- Experience of child protection work.
- Experience of delivering group work with young people and / or families.
- Experience of delivering training programmes.
- Experience of working with young people who demonstrate challenging behaviours.
- Experience of assessing risks in working with children and families.
- Extensive knowledge of relevant legislation and legal frameworks.
- Proactively seeking opportunities for service improvement and solution finding.
- Developing programmes to improve young people's mental health/emotional wellbeing.

Additional Information

The postholder must be able to travel across the borough.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)
- Working with children

Approved By: Head of Service

Date Of Approval: 21.10.2022



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