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Hounslow Youth Counselling Service

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Service

Hounslow Youth Counselling Service (HYCS)

Job Description

Post Title

Head of Counselling

21 hours per week – (working pattern to be agreed)

Annual Salary: £22,662.50 (FTE £38,850)

Reports To

Service Manager

Line Management Responsibility

Counselling leads – HMP YOI Feltham; Schools; Targeted counselling

Main Purpose of the Role

- To promote and support the delivery of high-quality counselling services for young people 11-25 years who live, work, or study in the London Borough of Hounslow.
 - To provide ethical and effective management of counselling in line with BACP professional standards.
 - Clinical lead for the service
 - To act as the Designated Safeguarding Lead (DSL) for the service.
 - To recruit, manage, and support volunteer counsellors.
 - To lead the senior counselling team in developing and implementing policies and procedures aligned with the BACP Ethical Framework and legal requirements.
 - To work in partnership with the Service Manager to source funding to maintain and develop the service.
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Key Responsibilities

1. Line Management & Support

- Provide line management and support to counselling leads ensuring the safe delivering and effective counselling sessions.

- Oversee the management of counsellors at the centre.
- Ensuring counsellors have appropriate supervision by HYCS supervisors
- Conduct annual reviews for direct reports.

2. Safeguarding

- Act as the Designated Safeguarding Lead for the whole service.
- Support all leads and counsellors in managing safeguarding concerns.

3. Delivery of Counselling

- A maximum of 5 sessions per week for 44 weeks of the year at the Centre, including both Assessments to register young people to the service, and ongoing clients, as required by the needs of the Service/external contracts. To be discussed with Service Manager.
- Attending monthly supervision

4. Recruitment & Training

- Lead the recruitment, selection, and on boarding of volunteer counsellors.
- Contribute to the design and delivery of training and induction programmes.

5. Service Development & Quality Assurance

- Lead the senior management team and with the Service Manager to identify service gaps and areas for development.
- Lead on the quality assurance processes and continuous service improvement.
- Lead and support the maintenance of BACP organisational accreditation.

6. Policy & Compliance

- Work in partnership with the Service Manager to support, contribute and ensure the development and implementation of policies and procedures for youth counselling service.
- Ensure compliance with the BACP Ethical Framework and relevant legislation.

7. Meetings & Collaboration

- Monthly catch-up meetings with the Service Manager
- Support centre counsellor meetings
- Joint facilitation with Service Manager at Full Service meetings
- Lead Senior management team meetings
- Reporting to Chair of trustees and attendance at Trustee meetings
- Other meetings as required eg. Supervisors meetings

8. Monitoring, Evaluation & Reporting

- Work with Service Manager to monitor, evaluate and report on service delivery and outcome
- Support the Service Manager on funding reports.

HYCS staff work together in teams and all staff are required to be flexible in their approach to ensure the service to young people is delivered to the highest standard.