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## Counselling Lead

### Job Description

<b>Responsible to:</b>	Head of Health and Wellbeing
<b>Responsible for:</b>	Counselling Coordinator Counselling Administrator Volunteer Counsellors Clinical Supervisors
<b>Hours of Work:</b>	28 hours per week with occasional evenings/weekends
<b>Work Location:</b>	Corporate Office with travel to other sites within the YMCA St Paul's Group as required

### **Organisation Context**

YMCA St Paul's Group (SPG) emerged from the coming together of four separate Associations over an 18-month period. The group is largest YMCA in Europe and one of the largest providers of supported housing in London and beyond providing a safe place to stay for over 1,200 residents each night. As well as accommodation, education and training, the Association is focused on the transformation of communities through its 6+ Health and Wellbeing Centres, including an outdoor swimming pool and a wide range of Children, Youth and Family programmes including nurseries, after school clubs and soft play centres. Through the merger and accompanying new investment we expect the range, reach and impact of our services to grow so that we can better realise our vision. The vision of the Association is of 'Places where young people thrive and communities flourish'. Its mission is to be 'an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive'.

### **Job Purpose**

The Counselling Lead is responsible for providing the development and delivery of therapeutic services across the YMCA St Paul's Group. They will provide operational leadership, and hold day to day responsibility for all aspects of running the therapeutic services, including managing and holding clinical risk. The Counselling Lead will develop and deliver a high quality, innovative, holistic and integrated model of wellbeing, support and therapy for YMCA St Paul's Group housing residents and provide a community based counselling service. In addition and working with the Human Resources department advise and support YMCA St Paul's Group staff wellbeing. A key focus of the role will be to ensure that they liaise with St Paul's Group key staff members, other YMCAs and with funders to support the ongoing development of commissioned services.

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## Duties and Responsibilities

### Leadership

- Provide leadership, professional expertise and advice to the organisation regarding Counselling as part of Therapeutic Services.
- Ensure the Counselling team: volunteer, sessional and paid are focused on delivering high quality, professional services that remain consistent with the YMCA St Pauls' Group missions, aims and ethos and within the BACP Ethical Framework.

### Strategy/Risk

- Identify, develop and implement a detailed strategic plan for Counselling and Therapeutic Services aimed at ensuring the services overall aims achieve organisational objectives.
- Support the Head of Health and Wellbeing in the planning, mitigating and reporting of strategic risks within Counselling and Therapeutic Services.
- Act as service lead for Safeguarding.
- Responsible and hold clinical risk for Counselling staff and concerns relating to Counselling clients maintaining awareness and escalating when necessary.
- Ensure Counselling and appropriate policies and procedures are in place and are reviewed on a regular basis.

### Programming

- Develop a high quality programme that meets the needs of the community and provides residents counselling wellbeing and mental health services across the YMCA St Paul's Group
- Evaluate and benchmark against changing market conditions, develop new ideas and produce feasibility studies, business cases to refresh services to maximise counselling, therapeutic services and mental health opportunities.
- Promote a culture of developing services using an asset based approach, to support service users to be equal partners in designing and delivering services.
- Work in collaboration with Head of Children Youth and Families, Chaplaincy, Learning and Occupational Development, Business Improvement and Housing in the delivery of fully integrated services to residents, young people, families and vulnerable people in line with the organisational vision and corporate objectives.
- Support the Head of Health and Wellbeing in the development of counselling, therapeutic or mental health services that compliment commissioned services.
- Maintain an active overview of clinical waiting lists and allocations.

### Financial Management

- Support the Head of Health and Wellbeing in the preparation for annual budget to sit alongside the Health and Wellbeing strategy.
- Ensure that organisational financial controls are in place in Counselling and Therapeutic Services to effectively monitor budgets and ensure costs are kept to a

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minimum that pricing is effective and projects are managed efficiently with risk minimised.

- Monitor and report income generation within Counselling and Therapeutic service areas and be responsible for financial performance against budget.
- Be an authorised signatory for purchase orders, contracts and invoices within Counselling and Therapeutic Services up to an agreed authorised limit.

## **People Management**

- Provide management and leadership for teams within Counselling and therapeutic services including the effective management of performance, conduct and capabilities.
- Ensure performance standards are met using the organisations competency framework ensuring that where appropriate Counselling and therapeutic services employees and volunteers have individual objectives and personal development plans.
- Plan, organise, support and monitor the workloads of Direct Reports.
- Plan and facilitate regular Counselling and therapeutic services management meetings, training sessions and professional development.
- Ensure all clinical staff including supervisors and volunteer counsellors are working within policies, procedures and clinical governance frameworks.
- Provide guidance and advice to other members of staff within the YMCA St Paul's Group with regards to staff wellbeing and model a culture of co-produced services to ensure services are people led.
- Develop and lead on CPD training internally and externally so that Release Training becomes a well-regarded local training provider.
- Lead on the recruitment and induction of Counselling and therapeutic services staff and volunteers.

## **Health and Safety**

- Support and comply with the YMCA St Paul's Group Policy for the management of Health and Safety at work and in accordance with the arrangements described in the YMCA St Paul's Group health and safety management system.
- Ensure YMCA St Paul's Group safeguarding policies are adhered to including the processing of Disclosure and Barring Service checks on all staff and volunteers in Health and Wellbeing who may have contact with vulnerable adults or young people.
- Ensure all areas under control of this post are legally compliant in respect of the General Data Protection Regulation (GDPR).

## **Marketing/Communication/Networking**

- Build extensive relationships with key external stakeholders in the community statutory and voluntary agencies as well as universities and colleges and advocate mental health.

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- Build an effective working relationships with key staff within the YMCA St Paul's group and represent YMCA St Pauls' Group at external events.
- Prepare and lead on reports, presentations for a variety of stakeholders and effectively communicate progress and outcomes from the work in Counselling and therapeutic services
- Work collaboratively with the Health and Wellbeing digital marketing partner to deliver the marketing plan to support Counselling and therapeutic services in achieving Health and Wellbeing and organisational objectives.

## **Performance and Quality/Customer Services**

- Ensure systems are in place to ensure feedback from clients is sought and used to inform the development of future services.
- Ensure the monitoring and reporting on agreed key performance indicators is reported timely to the Head of Health and Wellbeing.
- Ensure the organising of appropriate systems and audits in order to provide service users with a quality experience in counselling ensuring a high level of service user engagement.
- Collate information and evidence for the counselling service to become a BACP accredited service.
- Ensure that Counselling and therapeutic services teams engage with Quality Assurance processes and are working within the BACP ethical framework.
- Ensure the accurate and consistent inputting of client data and production of statistical data and narrative reports for Counselling projects.

## **Fundraising**

- Work collaboratively with the YMCA St Paul's Group Fundraising and Development Manager to research, identify and contribute to opportunities to increase the provision of Counselling, therapeutic services and mental health through tendering exercises, grant applications and procurement.
- Ensure that contractual and regulatory compliance requirements are met and provide relevant reports, returns and information to funders and regulators.

## **General**

- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- Respect the Christian ethos of the YMCA and uphold its values.
- Undertake other appropriate duties as requested by line manager.

## **Scope and Limits of Authority**

- The post holder is able to determine day-to-day priorities under the direction of the Group and Assistant Operations Directors.

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### Person Specification/Key Competences

<b>KNOWLEDGE</b>	
<b>Essential</b>	<b>Desirable</b>
Qualified counsellor or therapist	Hold a relevant management qualification
Minimum of 5 years post qualifying experience	Experience of the BACP accreditation process for organisations
BCAP (or equivalent) accredited	
Qualified supervisor	
<b>EXPERIENCE</b>	
<b>Essential</b>	<b>Desirable</b>
Experience of delivering and developing community based counselling services	Working across modalities within an organisational setting
Experience of working with statutory and voluntary sector organisations	
Experience of working with clients who present a high level of risk	
Experience of working with staff who are volunteers as well as sessional staff	
Experience of securing grants and supporting with funding bids	
Experience of expanding and embedding new services	
<b>APTITUDES AND SKILLS</b>	
Excellent communication skills both written and verbally	
The ability to promote the therapeutic services professionally and positively with a wide range of stakeholders	
Calm approach to managing situations	
An ability to prioritise a number of competing tasks	
Excellent IT skills	
A willingness to work with a holistic and integrated approach across YMCA departments	
A respect for diversity and a commitment to ensuring services are delivered equally and consistently.	

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## **Counselling Lead**

### Terms and Conditions of Employment

#### **Salary**

£

#### **Hours of Work**

28 hours over 3.5 days with occasional evenings/weekends  
Fixed term period 18 months

#### **Annual Leave**

25 days (Pro rata)

#### **Conditions of Appointment**

Subject to satisfactory references, medical clearance, Disclosure & Barring Service check and verification of ability to work in the United Kingdom.

#### **Probation Period**

Six months

#### **Continuity of Service**

For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

#### **Notice Period**

Three month's

#### **Pension**

Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

#### **Other Benefits**

Free use of the health and fitness gym; a staff discount in restaurants.