Job Profile Wellbeing Lead Counsellor

Reporting to Head of Clinical Development

Service Area Children & Young People

Location Brighton & Hove, East Sussex

# Job Purpose

# To coordinate and deliver an innovative and clinically excellent mental health and wellbeing service. To lead a team of therapists in delivering effective therapeutic interventions to young people, ensuring that these interventions are of a high quality and adhere to BACP guidelines and are evidence informed treatments. To ensure that risk is managed robustly and follows YMCA DLG policies and procedures. Take a lead role in identifying the needs of service users, staff training needs and improving processes and procedures. To take a lead on group programme development and delivery and improving routes of access for service users

# There will be an expectation for this role to include counselling delivery to children and young people.

# Organisational Purpose

#### Our values are to welcome all, to support, and to inspire

Supporting Children & Young Peoples wellbeing is a key strategic commitment of YMCA DLG and Dialogue’s therapeutic services are at the heart of that offer to our communities. This role will drive forwards the clinical excellence of the service to ensure parity of esteem with other providers in adult and children’s mental health services.

YMCA DLG has a strong track record for creativity and innovation and within this role their will be opportunity to work closely with the Director of Children and Young People and Heads of Service to shape the development of new workstreams and contribute your clinical knowledge and experience to tenders and grant opportunities.

*YMCA DLG requires all staff and volunteers to be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and to respond proactively to safeguarding concerns.*

*Successful applicants are required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS)*

# Responsibilities

### Project Management

1. To maintain the day-to-day running of the service; developing, implementing and reviewing organisational systems for triage, client assessment, allocation, referral and waiting list.
2. To support the therapeutic services manager with project management and development e.g. the development of groupwork programmes; identifying any gaps in the current service model and raising these with senior managers
3. In liaison with the West Sussex Therapeutic Services Manager and Senior Therapist, contribute to the development of policies and procedures and implement these to ensure the smooth and safe running of the service, its staff, volunteers and service users
4. Support the development of the service in line with the strategic plan as set by the West Sussex therapeutic services manager and Senior Therapist, proactively liaising with other relevant statutory and voluntary organisations as necessary
5. Support the process of data collection (CYP IAPT compliant requested by the commissioners), monitoring and evaluation for the service, including analysing and interpreting data to inform and progress service development
6. Support the production of statistical information as necessary for funders, stakeholders and line manager e.g. data for the MHSDS
7. To support the therapeutic services manager and administration team in creating new administration processes, creating new forms and identifying and flagging any gaps in admin processes and procedures to the service manager
8. Ensure that the team are keeping suitable case records and clinical notes according to YMCA DLG policy; to conduct regular case file audits and raise any performance issues with service managers.
9. Represent Therapeutic Services at relevant meetings both internally and externally where necessary.
10. Lead on user consultation for the YMCA DLG Dialogue Counselling service, including designing and implementing surveys or questionnaires.
11. To lead on participation with young people within the service, including involving young people in service design.
12. Lead on engaging partner agencies, in particular schools and GPs, to ensure they understand the referral pathways and thresholds.
13. To contribute to ensuring Dialogue is an accessible service to all, paying particular attention to the needs of young people from BAME backgrounds, LGBTQ young people, young people with disabilities and learning difficulties and being sensitive to gender specific difficulties.

### Resource Management

1. To line manage a team of counsellors delegating work appropriately, taking responsibility for some HR functions relating to their employment, offering support and encouraging personal and professional development
2. To work with the YMCA DLG Therapeutic Services Administration Team and the SPFT Administration Team to ensure administration processes are smooth and clearly defined.
3. To lead on the recruitment of staff where applicable – to include advertising roles, shortlisting, interviewing and inducting new staff.
4. To lead on the induction of new staff where application – to include information on safeguarding, service specific policies and procedures and case recording processes.
5. To actively address any staff performance issues where necessary, utilising YMCA DLG policies and processes.

### Clinical Duties

1. To liaise with the senior therapist regarding the clinical delivery of the service including child protection issues, decision making with regard to the client group and liaison with clinical supervisors.
2. Support with the triaging of young people referred for counselling and oversee the day to day running of the triage team, escalating concerns with the senior therapist or service manager when referrals fall outside of the clinical thresholds.
3. To attend and contribute to regular triage meetings with CAMHS, Schools and Seaside view as needed.
4. Ensure accurate records of triage outcomes and follow up
5. Be the point of call for safeguarding concerns with direct reports and liaise with the service manager or senior therapist for further advice as and when necessary
6. To liaise with other agencies in discussion with the Therapeutic Services Manager or senior therapist as required with respect to risk and child protection issues
7. To identify and raise any ongoing practice issues within the team in regards to clinical quality and/or processes with the senior therapist and service manager
8. Attend supervision with assigned supervisor
9. To keep suitable case records and clinical notes according to agency policy, legal and other requirements; ensuring that all project case records and files are maintained and securely held
10. Oversee enquiries from service users (young people, parents and other professionals) and conduct follow up clinical contact (with young people, parents and other services) where required.
11. Contribute to risk management processes for clients currently on the Dialogue waiting list, including conducting check in calls, updating risk assessments and completing safeguarding referrals where necessary. Liaising with the service manager and senior therapist as and when required.
12. Identify any areas for staff development in the team e.g. areas for further clinical training or practice-based issues.
13. Establish and be part of an allocations meeting in the team, reviewing incoming assessments for suitability and providing recommendations.
14. Be responsible for the delivery of groupwork programmes.
15. Provide a specialist clinical service in your modality including initial assessments and managing an agreed caseload of young people presenting with mild to moderate mental health presentations.
16. Contribute to ensuring that the team are adhering to best practice guidelines including; but not limited to, BACP ethical framework and guidelines on working with children and young people, NICE guidelines and IAPT principles as per the contracted requirements of the service.
17. To deliver clinical interventions to children and young people in line with a stepped model of care

### General

1. To work within YMCA DLG Therapeutic Services policies and procedures
2. To work at all times within the ethics and guidelines of the British Association of Counselling and Psychotherapy (BACP)
3. To carry out any other tasks that may from time to time be requested and that are in accordance with the post holder’s capabilities
4. To work within all YMCA DLG policies and procedures at all times and to abide by the Code of Conduct
5. To attend YMCA DLG mandatory training and abide by our policies and procedures on Safeguarding, Health and Safety and Equality and Diversity
6. To attend appropriate continuing professional development and training events and be committed to team events

# Person Specification

### Experience

* Experience of supporting vulnerable young people to include working with risk issues such as self-harming and substance misuse
* Experience of project development work
* Experience and / or knowledge of local statutory and voluntary agencies
* Management experience
* Engagement and participation with children and young people
* Experience of project monitoring / evaluation and reporting
* Experience of working within a multi-agency setting
* Experience of carrying out counselling assessments (desirable)
* Experience of working with complex safeguarding situations
* Experience of managing administrative tasks including report writing

### Skills & Abilities

* Excellent written and verbal communication skill
* Excellent IT skills
* Good assessment skills, including on-going assessment of risks
* Flexible interpersonal attitude
* Ability to organise and prioritise work and co-ordinate a variety of tasks in a clear and logical way and meet agreed deadlines

### Qualifications & Training

* Qualification in Psychology / counselling or equivalent qualification; or equivalent comparable experience working directly with vulnerable young people
* Graduate or Post Graduate level Counselling Diploma or equivalent (of 2 years minimum duration including personal counselling or psychotherapy) (Desirable)
* A recognised qualification in Online Counselling (Desirable)
* BACP Accredited or eligible for accreditation (Desirable)

### Knowledge

* A sound knowledge of Child Protection Issues and procedures
* A sound understanding of Child developmental processes
* A sound understanding of mental health services for young people and the associated thresholds
* Demonstrate a working understanding of the principle of equal opportunities as it applies to the context of the post
* Knowledge and understanding of best practice in relation to engagement and participation of children and/or young people
* An understanding of psychodynamic theory and practice and the capacity to use both flexibly in working with young people (desirable)
* An understanding of safeguarding procedures

### General

* A commitment to the Aims and Purposes of YMCA DLG
* An understanding of and commitment to Trauma-Informed practice
* Commitment to team working and ability to work successfully

# Employee Declaration

I confirm that I have read, understood and agree to the expectations of the role as outlined in this job profile:

**Name: Signed: Date:**