



Sue Lambert Trust

JOB DESCRIPTION

Job Title: Head of Counselling
Responsible to: Chief Executive
Location: Norwich
Hours: 37.5 hours per week (open to job share and other flexible working arrangements)
Salary: £40,000 per annum

Background Information

Sue Lambert Trust provides kind, safe, supportive help for people who have experienced sexual or domestic abuse at some point in their lives.

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organized around a three-phased trauma informed approach.

Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service.

Phase Two Counselling is the core provision and is delivered by 70+ trained counsellor volunteers working with around 300 clients weekly.

Phase Three aims to build resilience and includes interventions such as self-help groups.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

With the launch of a new strategy to guide us through to 2026 it is an opportune time to be joining an organization that is ambitious in its support for its clients.

Job Title **Head of Counselling**

Responsible to: **Chief Executive**

Job purpose: To strategically lead the clinical direction of the organisation ensuring safe, high quality and effective therapeutic interventions through a skilled and knowledgeable staff and volunteer team.

To ensure that counselling and therapeutic offer is continually responsive to clients' needs and manage development and change accordingly.

To support the development of clinical quality within services to clients following best practice.

To chair weekly service management group to provide cross service coherence, effective safeguarding, service development and quality

To represent the service management group at Senior Management Team meetings to ensure the continued safe development of the organisation

To lead the continued development of a safeguarding culture within the organisation.

To establish therapeutic and clinical pathways in partnership with other local statutory, third sector and other providers to the benefit of the client group

Direct Line Management Responsibilities

Volunteer Development and Training (Deputy Head of Counselling)
Deputy Clinical Lead

Key Accountabilities:

Clinical Quality and Standards
Safeguarding Leadership
Clinical Service Development and Effectiveness
Clinical Safety
Diversity within the service offer
Clinical Supervisors

Enable and consultative

Main responsibilities:

Strategic

1. To strategically lead the clinical and operational development and implementation of therapeutic services to our clients.
2. To line manage and enable a team of Deputy Clinical Leads in the response and development of a cohort of Volunteer counsellors and other therapy providers
3. To work with a team of external Clinical Supervisors in ensuring the safety and quality of our services
4. To provide day to day clinical support to counsellors and Sue Lambert Trust teams

5. To support the ongoing development of a single pathway of support within our service offer
6. To chair the service management group to provide ongoing support of safeguarding and clinical safety, service development, referrals and support and partnerships.
7. To represent the Service Management group at Senior Management Team to agree and implement plans to deliver and continually improve the service quality, effectiveness, service offer and access for clients.
8. To develop best practice and supporting policies, guidelines and procedures to provide safe and relevant services through the Service Management group
9. To ensure that reflective practice alongside client voice and feedback is used to evaluate and improve services and a clear line of sight from client to strategic development.
10. To work alongside Service Support and Development Manager in implementing efficient and clear processes in the effective delivery of services. To continually monitor capacity and demand within the service and proactively implement projects and programmes to manage this.

Clinical practice

1. To lead on the clinical direction aligned to the organisation's strategy.
2. To keep up to date with the latest clinical thinking and practice in the areas of trauma, sexual and domestic abuse and encourage reflective practice.
3. To provide ongoing professional development for all clinical staff and volunteers reflecting organisational and client's needs.
4. Maintain a case load of clients where applicable and appropriate.
5. To ensure all counsellors are appropriately clinically supervised and maintain contact with external clinical supervisors in monitoring the quality of the service and best practice is being applied in all client work.
6. To maintain regular contact with counselling providers, stakeholders and other agencies to develop best practice and promote partnership working.

Safeguarding

1. To lead along with the CEO and the Service Management Group to further develop and embed a safeguarding culture within the organisation.
2. To ensure policies are regularly reviewed to ensure the continuing safety of our clients, volunteers, staff and general public.
3. To record and report on all safeguarding incidences to the CEO on a monthly basis and lead on plans to implement any learning.

Additional Responsibilities

1. To promote awareness of SLT services and to develop relevant working relationships with other agencies.
2. To attend regular clinical supervision/external training and conferences to maintain clinical expertise.
3. To identify any health and safety issues and report accordingly
4. Any other duties as commensurate with the role

PERSON SPECIFICATION – Head of Counselling

Qualifications:

1. Minimum Diploma level qualification in counselling
2. Minimum 600 hours clinically supervised counselling experience
3. Accredited by BACP or other counselling/therapy UK regulatory body.

Experience:

1. Minimum 2 years' experience of working in a senior role within a service delivery organisation working with vulnerable people.
2. Proven experience within a counselling environment and current ongoing counselling experience
3. Experience of developing services and managing change
4. Experience of leading and managing teams of staff and volunteers.
5. Experience of working collaboratively to enable teams of staff and volunteers to deliver services.
6. Experience of working within a multi-agency landscape to establish protocols and partnerships to provide the best care for clients.
7. Experience of working with and developing volunteers.

Skills/knowledge required:

1. Knowledge and understanding of effects of trauma in relation to sexual and domestic abuse within a professional capacity.
2. Knowledge or experience of leading and developing a safeguarding culture within an organisation.
3. Sophisticated understanding of the person-centred counselling approach
4. An appreciative knowledge and understanding of the diverse therapeutic approaches and benefits within a therapeutic environment.
5. Knowledge and understanding of diversity issues in relation to access of services and representation
6. Understanding of systems to collect and analyse evidence of impact of services on clients.

Competencies and personal attributes:

1. Collaborative and enabling
2. Dynamic/can do proactive approach.
3. Exceptional communication skills, both verbal and written, with proven ability to communicate with people at all levels and to motivate others.
4. Reflective and energized management/leadership style.
5. Natural influencer and leader

Other requirements:

1. Ability to work flexibly including some unsocial hours.
2. Full driving licence or ability to travel to alternative locations in the county (for which reasonable expenses will be paid)
3. To attend clinical supervision as required by BACP.

Application process

To apply, please send the following to recruitment@suelambertrust.org

- an up-to-date CV
- a covering letter addressing all the requirements in the person specification

Applications are warmly welcomed and the vacancy will close once the right candidate has been identified.