

ROLE	Counselling and Wellbeing Manager
DEPARTMENT	Emotional Health and Wellbeing Team – within Services Department
BASE	Based from Devonshire Resource Centre <i>N.B. This post will require flexible working and travelling across the Borough.</i>
ACCOUNTABLE TO	Deputy Chief Executive
HOURS OF DUTY	30 hours per week
WORKING DUTY	Minimum of 4 days per week including occasional Saturday
SALARY	£13.21 per hour
FUNDING SOURCE	Subcontract with Insight Healthcare (as part of IAPT contract)
LENGTH OF CONTRACT	Initially funded to 31 st March 2022

Project Overview:

Insight Healthcare have been commissioned by Wirral Clinical Commissioning Group (CCG) to provide Wirral’s Primary Care Mental Health Services, which include IAPT Psychological Therapies, Computerized Cognitive Behavioral Therapy (cCBT) and Level 2 Bereavement Counselling. Insight Healthcare delivers the contract in accordance with a number of key strategic partners under the framework of Talking Together, Living Well Wirral and under the oversight of an Emotional Health and Wellbeing Partnership. Partners in the Emotional Health and Wellbeing Partnership have come together to develop a new model of IAPT provision for Wirral which is based upon an integrated model maximizing skills and assets and which will achieve the best outcomes for local people.

Through this contract, Insight Healthcare sub-contracts Age UK Wirral to deliver the Emotional Health and Wellbeing Service, which facilitates volunteer led one to one counselling, alongside group therapy and practical wrap around support to enhance emotional wellbeing.

Values which underpin our work:

All staff are expected to embrace our 5 core values in all that they do:

- Friendly – we treat people with respect and courtesy
- Professional- we are experienced and skilled in what we do
- Locally Focussed – our priority is the people of Wirral in their local communities
- Changing Lives – we make a difference through what we do and how we do it
- Person-centred – we provide support tailored to each individual

Main purpose of the job:

To ensure the effective and efficient delivery the Emotional Health and Wellbeing Service, including oversight of the contract, management and development of staff and volunteers, development of service opportunities and monitoring of the services to ensure delivery of targets.

Job Description:

1. To manage and oversee the delivery of the services and projects within the Emotional Health and Wellbeing Service, liaising with partners and attending regular meetings with commissioners and stakeholders to review the service within the scope of the contract.
2. To be responsible for the production of quantitative and qualitative reports on the designated services, ensuring that a full response is given to all monitoring and evaluation requirements in a timely manner.
3. To ensure the service adheres to the policies and protocols in line with the recognized professional body (e.g. BACP, NCS or other professional body as determined by Age UK Wirral).
4. To lead on the annual review of the service for the organisational membership with the recognized professional body and achieve service accreditation.
5. To manage and support staff and volunteers within designated services, ensuring regular supervision and training takes place.
6. To convene and conduct regular team meetings in conjunction with the Deputy Chief Executive, ensuring good communication and engagement of staff and volunteers in departmental and organisational issues.
7. To lead on performance management of the service, ensuring that deviation from targets, gaps in provision and any serious incidences are escalated to the Deputy Chief Executive immediately and risks are mitigated.
8. To maintain a good relationship with other managers within the Services Department and ensure that all staff across the department understand and support each other in their roles.
9. In conjunction with the Deputy Chief Executive, advise and deliver the promotion of these services through presentations, attendance at events and in the distribution of materials.
10. To work closely with colleagues within Insight Healthcare, CWP, Involve Northwest, Open Door and Cruise, to develop and maintain effective and productive strategic and operational relationships.
11. To embed the services into Neighbourhoods, ensuring it responds to local need.
12. To maximise opportunities to partner with other organisations and particularly maximise the use of partner's building spaces so that services are delivered within neighbourhoods where appropriate.
13. To backfill other roles within the Emotional Health and Wellbeing service as appropriate to ensure seamless delivery.
14. To adhere to Age UK Wirral's management charter.
15. To be a member and attend meetings of the organisation's Leadership Team.
16. To undertake development work as agreed and identify and pursue new opportunities to enhance existing services and complement the work of the Services Department.
17. To establish and maintain good relationships with local Universities, Colleges and other private counselling course providers to ensure continuous recruitment of high quality counselling placements.
18. To encourage the professional development of counsellors by identifying their goals and objectives, and identifying and facilitating appropriate groups trainings sessions that are financially viable and help to develop the service.
19. To be flexible, person-centered and embrace changing approaches to delivery at all times, in order to ensure that the Service is fully responsive to and accommodating of the needs, wishes and aspirations of the people who use it.

20. To ensure that referrals are responded to in a timely manner and coordinate assessments with other staff within the service
21. To play a full and active role in ensuring that full occupancy within the project's activities is maintained at all times, covering holiday and sickness for any member of the team where necessary.
22. To ensure that all complaints and compliments received are recorded in line with organisational policy.
23. To create an environment which is welcoming and stimulating for people to undertake voluntary work.
24. To recognise the importance of safeguarding procedures within the project, and to ensure that any concerns, disclosures or allegations of abuse are immediately and correctly reported.
25. To embed equality, diversity and inclusion best practice into all aspects of your work.
26. To work to the requirements of the Age UK Organisational Standards (OQS), and other service-specific quality accreditations as required.
27. To attend and participate in regular supervision, appraisals, training and other internal meetings.
28. To become familiar with, and work within, Age UK Wirral's policies and procedures.
29. To attend occasional out of hours events in conjunction with the work of Age UK Wirral and participate in occasional fund-raising activities.
30. Promote the Corporate Objectives of the organisation, and to work at all times in accordance with the philosophy and ethos of the organisation.
31. At all times provide a caring service and to treat everyone in a courteous and respectful manner.
32. Demonstrate commitment by regular attendance and the efficient completion of all tasks allocated.
33. Carry out duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
34. Maintain high standards of personal accountability.
35. Undertake additional duties as requested by the Chief Executive commensurate with the grade of post and appropriate to the stated job purpose and skills. The above list of main tasks in this job description should, therefore, not be regarded as exclusive or exhaustive.

This job description is intended as a summary of the main elements of the job described at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed

This job description may be amended from time to time, in consultation with the post holder. It does not form part of the formal Terms and Conditions of Employment

Last updated June 2019

Person Specification:

All of the following requirements are essential unless marked * when they are desirable. Requirements will be assessed from a combination of the information provided on the application form, during interview and / or presentation and from references. Candidates must make it clear on their application form how they meet each of the selection criteria. Please also see the job description for competencies.

Core Competencies
<ul style="list-style-type: none"> • Management – ability to successfully implement and lead on projects, providing support and supervision for staff and ensuring targets are met. • Values – empathy with older people and an understanding of their needs. Able to demonstrate Age UK Wirral core values in all aspects of role. • Strategic thinking – ability to set priorities and co-ordinate the resources to deliver project objectives. • Delivering results – ability to achieve the outcomes and outputs for the project. • Getting the best from teams – ability to motivate others, ensure team work and personal initiative and to review progress and provide necessary support. Ability to work with external partners as a team to deliver the best outcomes. • Personal impact – ability to use a range of approaches to build relationships and networks and to communicate effectively. High sense of personal integrity.
Qualifications, training and knowledge
<ul style="list-style-type: none"> • Membership of a recognized professional counselling body, such as BACP or NCS. • A minimum of 400 hours practical counselling in a generic counselling role. • Diploma in Person Centred Counselling/IAPT Qualification or equivalent qualification • Knowledge of Equal Opportunities, Diversity & Inclusion policies and practice • Knowledge of the local voluntary sector and local service provision across Wirral • Knowledge of various counselling approaches, including group therapies and one to one counselling methods • Knowledge of full range of Microsoft Outlook package • Knowledge of Safeguarding Vulnerable Adults policies and procedures • Knowledge of local health and social care services and referral pathways • *Management/Leadership Qualification
Experience
<ul style="list-style-type: none"> • Experience of working with/understanding mental health issues including anxiety and depression. • Experience working in health and social care, psychological therapies, or third sector. • Experience of delivering workshops and group work to service users and organisations • Experience of managing own counselling / psychotherapy case load • Experience of working in multi-disciplinary teams • Experience of Partnership working • Experience of Managing staff and projects • *Experience in recruiting, managing and supporting volunteers • *Experience of implementing impact measurement tools

Skills & Abilities

- Ability to organise own time, demonstrating flexibility and initiative in approach
- Ability to work effectively with external organisations and partners
- Ability to work effectively with colleagues and patients and health professionals e.g. GPs
- Effective communicator, both verbally and in writing
- Ability to deliver presentations to promote the service
- Ability to assess risks, anticipate difficulties and successfully address them
- Ability to develop services and review their success at regular intervals
- *Ability to use data management systems – e.g. Charitylog

Other requirements

- Full Driving Licence – car is essential for this role
- Willing to work flexibly to provide cover for evenings and weekends

DATE LAST UPDATED

June 2019