



PsychosynthesisTrust

Job Description

Post/Job Title: Counselling Service Manager

Location: Psychosynthesis Trust

Department: Programmes

Benefits: £32,000 full time salary and benefits: 28 days Annual Leave + Pension

Hours: Preferably full time (part time 4 days may be considered for the right candidate)

Accountable to: Programmes Director

Overview

Working closely with the Programmes Director and Counselling Service Coordinator, the Counselling Service Manager manages Student Placements for students studying on the post graduate programmes delivered by The Trust, as well as the Counselling Service for Trust alumni.

This is an exciting role that brings together the application of clinical skills, an understanding of the key needs of students on their first steps in a new professional career and the meeting of requirements of accrediting bodies and course requirement.

The role interacts with a team of professional counsellors and psychotherapists including a team of supervisors who support the work. Bringing your organisational experience together with your therapeutic training, you'll have a passion for strategy, learning and reflective inquiry, and will enjoy supporting people to develop.

You will be drawing on your own training, experience and reflective practices. You will have a strongly relational approach to working skilfully with stakeholders across the organisation. You will support and deliver induction trainings to students in the year that they are ready to start building their experience.

You will love being organised, planning, implementing and have a depth of understanding, knowledge and experience of both the therapeutic growth process and the learning process that students undergo on psychotherapeutic training programmes.

At the Trust, we value an approach that considers the whole, both in terms of individuals and society, but also from an organisational perspective. We orientate to working with the qualities of love and will, bringing the principles of curiosity, inquiry and responsibility to our work with each other and our students.

Job Purpose

To lead, develop and manage the strategic development of the Counselling Services, to develop the student placement service, (which supports the start of students' professional practice) and to manage a professional counselling service for alumni.

Main Responsibilities

1) Counselling Service Strategy

- a) Develop Counselling Service strategy in line with the overarching strategic direction of and impact goals of The Trust, in collaboration with the Programmes Director, Leadership Team, Counselling Service team and Trust staff. The strategy will include:
 - Development of people, commerciality and student focus, counselling service members, training standards and requirements and processes
 - With sign off from the Programmes Director, develop internal and external communications for the counselling service with the Communications Manager and key staff
- b) Represent The Trust externally, to promote the work of psychosynthesis in progression of the extending and networking with external stakeholders
- c) Ensure implementation of Counselling Service strategy and key impact goals, including monitoring and evaluation of learning and impact indicators
- d) Support Programmes Director in preparation of key information for The Trust's Board meetings

2) Leadership and People Development

- a) Be a strategic member of the management team, role modelling for staff, embodying the values of The Trust and the principles of psychosynthesis in the workplace
- b) Grow, develop and support own team, integrating the Counselling Service Team with the wider staff team
- c) Develop key relationships with The Trust's training supervisors, trainers and student placement supervisors, to ensure cohesion and transparency
- d) Clarify, support and develop client assessments and students in the early stages of their professional journey

3) Manage Student Placement Service (SPS)

- a) Create structure for student placement service: inviting 1st semester students to apply, presentation on their orientation day, induction meetings, plan supervision groups
- b) Supporting students in their learning journey and psychotherapeutic development, providing appropriate assistance during their training
- c) Managing student queries and learning challenges
- d) To build good 'holding' relationship with students, providing support and challenge as appropriate, and dealing with difficulties, complaints and concerns as they arise
- e) Liaise with finance department to ensure smooth processes and roll out of invoicing, ensuring that client fees and referral fees are collected and discrepancies are communicated
- f) Recruit and manage placement supervisors, ensure invoicing is up to date, organise and schedule supervision dates, rooms and processes
- g) Manager together with Counselling Service Coordinator administration and updating of records
- h) Ensure processes run smoothly and records are maintained
- i) Update Placement service student handbooks

- j) Develop placement opportunities with like-minded training organisations for students in training in line with strategic objectives

4) Client Assessments

- a) Undertake assessments
- b) Allocation of clients in communication with Counselling Service Coordinator, ascertaining best route: Student Placement or Counselling Service
- c) Follow through of introductory process and reminding therapists of outstanding referral fees
- d) Ensure and design best practice for line management supervision within own team: regular meetings as well as line management supervision of clinical assessment work

5) Manage Counselling Service

- a) Organise 4 meetings per annum, reporting on client numbers, writing minutes and distribution
- b) Design recruitment process for new members: publicity material, interview and specification, understand dual role and potential boundary issues
- c) Review client registration questionnaire periodically
- d) Develop collaborative sense of community and understanding of needs
- e) Collaborate with therapists on potential referrals, membership fees, proof of insurance and referral fees

Competency/Performance Driver	Technical/Professional Expertise
<p>Organisational Skills Highly organised; ability to prioritise and create and implement strategy</p> <p>Accuracy, efficiency and high attention to detail</p> <p>Ability to work within and maintain well-defined professional boundaries</p> <p>Ability to present written information clearly and logically</p> <p>Project Management Skills</p> <p>Good problem solving and critical thinking skills</p> <p>Relational & Interpersonal Skills Excellent relational, communication, conflict resolution and mediation skills</p> <p>Ability to communicate across a wide range of stakeholders including trustees, students, trainers, professional bodies and academic institutions</p>	<p>Essential: Psychosynthesis Counselling or Psychotherapy qualification</p> <p>Minimum 3 years post qualification clinical experience</p> <p>Project management experience</p> <p>Experience of working and thinking systemically in an organisation</p> <p>Member of BACP or UKCP</p> <p>Minimum of 150 hours of personal therapy with a BACP or UKCP registered therapist</p> <p>Desirable: Experience of managing freelance staff</p> <p>Experience of designing and delivering training</p> <p>Experience of working with assessment in an educational setting</p>

A commitment to self-enquiry, with a high degree of psychological awareness and ability to reflect on personal and inter-personal process

A mature capacity to reflect on the psychospiritual development of individual students and groups

Able to challenge and support stakeholders in service of their learning, development and insight.

A developed capacity to recognise and own the nature of personal projections

Capable of being centred and balanced under a range of internal and external conditions

Proactive and assertive

Values & Drivers

An awareness of, and sensitivity to issues of power, diversity and cultural difference

Embrace values of: Love, Will, Inquiry, Responsibility, Wholeness

Willing to adapt to and work with change

Understanding of Psychosynthesis theory and practice

A spirit of openness, curiosity and inquiry

Experience of working with groups and group process

Teaching experience at Postgraduate and/or Masters level

Supervision qualification

Understanding of higher education, qualifications and assessment, or desire to develop this knowledge