# Job Specification

**Job Title:** Counselling Lead Access Community Mental Health

**Salary:** £37,050 Pro rata

**Hours of work:** 20 per week (Monday to Friday)

**Contract type:** Permanent

**Reports to:** Director of Services

**Location:** Central Bath Office

**About Bath Mind**

Bath Mind was established in 1998 by a group of local people with lived experience of mental ill health who wanted to provide information and activities for people in the community. Since then we have worked hard to develop what we do in response to local needs.

Many of our current staff have lived experience of facing mental health challenges; we have a greater understanding of the community that we support.

We are in contact with over 3,400 people annually to improve, prevent and maintain mental health and wellbeing.

While we are affiliated to national Mind, we receive no direct funding from them. We are a self – sustaining, independent locally run charity.

**Access Community Mental Health Service**

The Access Community Mental Health Service is part of a system-wide transformation which will redesign how community mental health services are delivered and experienced, placing communities and individuals at the heart of what we do and how we do it.

The Access Community Mental Health service sits alongside and compliments those services provided by primary and secondary care. This is all about GP surgeries, hospitals and the third sector working together so anybody who needs a service sees the right person at the right time, through a single point of entry. Together, we are making sure we are walking alongside people who need support every step of the way, making sure they are ok, making sure they are accessing relevant support and then thinking about their next steps.

This delivers against the NHS’s vision for mental health care and support through more local, community mental health services and how community services should offer whole-person, whole-population health approaches.

Our Vision is to create services where people are recognised, valued, and supported. The same is true of our workplaces. We pride ourselves on our welcoming, inclusive, and safe spaces to work.

**Overall Responsibilities**

* To coordinate and manage the ACMH counselling and therapeutic services. Supporting people facing mental health challenges to access counselling support. Helping people improve their resilience, wellbeing and reduce social isolation.
* To work alongside and to collaborate with the ACMH Service Manager.
* To support and encourage staff and volunteers within the counselling team.
* To manage and develop a team of qualified and volunteer counsellors.
* To provide regular communication to the Directors of service, service managers and staff team.
* To comply with Bath Mind’s policies and procedures.

**Communication Responsibilities**

* To provide team leadership with a collaborative approach and to be a proactive team member
* To be non-judgmental and empathetic
* To adhere to the policy of confidentiality and sharing of information
* To be non-discriminatory
* To promote positive perceptions of the service at all times
* To liaise with users of other services as required
* To maintain positive working relationships with other employees and volunteers of the Community Service Framework and Bath Mind
* To attend supervision, appraisals, and team meetings
* To attend training and relevant courses for professional development

**Specific Responsibilities**

* To lead and develop Bath Mind’s busy therapeutic counselling service.
* To signpost individuals who may not be suitable for counselling services to additional support within Bath Mind and externally.
* To lead counselling team meetings and ensure that the team are regularly updated with financial and social reports.
* To oversee and supervise administration of the service and counsellors, providing them with regular individual and group support.
* To promote therapeutic services and within BANES and to be a champion and advocate for ACMH, therapeutic services.
* To respond to any enquiries efficiently and effectively.
* To complete sufficiently detailed assessment for counselling and to identify counsellor/client matches.
* To update and review risk assessments for all therapeutic activities and to communicate these with the team.
* To provide regular written and verbal reports on the progress of the therapeutic services to the Director or Operations and commissioners.
* To maintain the counselling waiting list and ensuring that the spreadsheets and counselling logs are all up to date.
* To oversee the counselling emails and ensure that queries are responded to in a timely and professional manner.
* To oversee the administration of the counselling diary and appointments lists.
* To support the growth and development of the ACMH to the wider community.
* To ensure all counselling policies and relevant procedures are up to date and reviewed regularly.
* To upkeep and maintain an inventory of counselling paperwork and equipment.
* To assist with the recruitment and induction process, including managing counselling staff and volunteer applications.
* To conduct initial assessments, including assessing risk and safeguarding issues.
* To keep excellent and up-to-date records of work at all times, adhering to confidentiality and information sharing protocols in conjunction with safeguarding requirements.
* Actively contribute to the delivery and evaluation of the service. Ensure all provision has associated qualitative and quantitative data, evidencing outcomes for monitoring information and reporting requirement.
* To regularly review counselling practice.
* To ensure that any practicing counsellors attend regular counselling supervision.
* To work with clients who are willing to provide case studies, evaluations, and feedback.
* To perform any other tasks which are reasonable requests that may be required by the service.

**Benefits**

* 25 day’s holiday per year + Public and Bank Holidays (pro rata)
* Emergency Assistance Programme
* Sick pay
* Workplace Pension Scheme
* Free membership to the [Soul Spa](https://www.thesoulspa.co.uk/?gclid=EAIaIQobChMIyNyTiIav9wIV0YBQBh2voQAMEAAYASAAEgLjIvD_BwE) in Bath
* Eligibility for charity discount via Blue Light Card

**Person Specification**

**Our Inclusive Recruitment Commitment**

Bath Mind is committed to encouraging equality, diversity, and inclusion (EDI) throughout our entire workforce. The aim is for our workforce to represent the diverse society we live in, and that our employees, volunteers, and clients feel respected and heard by Bath Mind.

We have active staff and volunteer networks for staff, volunteers, and EDI allies, and encourage new staff to ask questions and join if they are interested. Bath Mind is growing to fulfil our ongoing commitment in inclusion in the workplace. As an organisation that prioritises the mental health and wellbeing of all, we are determined to create meaningful and lasting equitable change across our charity.

If you feel you are a great match for the job, but do not meet all of the criteria **we welcome you to submit an application.**

**Essential Criteria**

* Membership/Accreditation with an approved professional body (e.g. BACP).
* Formal recognised training in the theory and practice of clinical supervision or willingness to work towards this.
* Counselling qualification to a minimum of Level 4 CPCAB or equivalent with evidence of significant post qualification training.
* Extensive Counselling experience.
* Management experience.
* Knowledge and experience of reviewing and recording qualitative outcomes.
* An excellent understanding of mental health issues.
* Commitment to ongoing CPD and willingness to enhance skills with training.
* To be able to set up and maintain appropriate systems for the management of the service.
* Confident and competent IT user – Microsoft Word, Publisher, PowerPoint, Excel, Outlook, Explorer.
* Excellent verbal and written communication skills with people.
* Excellent interpersonal skills.
* High level of personal, professional, and organisational skills.
* Self-motivated with the ability to work on own initiative.
* Effective team member.
* Clear understanding of equal opportunities.
* Clear understanding of confidentiality requirements.
* A commitment to reflective practice and the counselling supervision process.