



Role: Counselling Team Leader

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Contract: 20 hours per week. Fixed-Term. Offer of post is subject to a successful PVG and references. The post will be subject to a 9 month probationary period.

Remuneration: £31,000 pro rata. 3% pension contribution.

Holiday Entitlement: 33 days inclusive of 8 public holidays, rising to 35 days after 2 years of employment

Reporting: The Service & Training Manager

Our new S.M.I.L.E Counselling Team Leader will lead and support the successful delivery and evaluation of our high-quality therapeutic counselling and support services, following the S.M.I.L.E Counselling service delivery framework and in line with BACP/COSCA (or equivalent) ethical frameworks and codes of practice. If you are not a member of BACP/COSCA you must be willing to complete the BACP proficiency.

An exciting opportunity to use your skills to:

- Manage and direct delivery of counselling service operations to agreed standards and outcomes to ensure delivery of quality non-judgemental counselling practice and exceptional customer care to our clients;
- You will have a minimum of 3 years professional counselling clinical work and practice to support current counselling delivery arrangements and influence future development of these;
- Provide effective leadership to our counsellor team of schools, core service and trainee / counsellors;



- Provide counselling statistical and operational data to the Service & Training Manager and to appropriate others as required;
- Provide written reports and other information to the Service & Training Manager as required; and
- Contribute to social media activity and partnership working to maintain a strong positive presence internally and externally.

The post offers plenty of scope to use your initiative and problem-solving abilities, at a particularly interesting time in the evolution of the charity as recent changes in ways of delivering counselling services to clients open up opportunities and present new challenges. In return, we offer you supportive working arrangements, scope to

develop your skills and expertise further and dynamic committed people to work with.

As a key member of our Leadership Team (LT) report directly to the Service & Training Manager you will:

- Ensure the highest consistent standard of clinical practice is delivered by counsellors and therapists in compliance with COSCA/BACP accreditation.
- Provide effective leadership and management of our counsellors and intake workers (directly employed by S.M.I.L.E Counselling & trainees).

You will, in your role as counselling team leader:

- Work with S.M.I.L.E Counselling staff to ensure smooth allocation and matching of clients with counsellors;
- Negotiate offers of appointments by counsellors to maximise counsellor availability/client uptake;
- Work with counsellors to meet agreed client contribution targets agreed with the Service & Training Manager;



- Take responsibility for addressing counsellor/client issues, provide essential counsellor case support as required and bring potential complaints to a positive conclusion;
- Provide counselling statistical and other operational data to the Service & Training Manager and to appropriate others as required;
- Produce statistical data (using Microsoft packages), monitoring and evaluation reports and other key information required by the Service & Training Manager;
- Support and encourage the professional practice and development of self-employed counsellors/therapists through provision of training programmes (CPD), annual appraisals, group supervision, regular video meetings with counsellors (currently by Zoom) and other activities agreed with the Service & Training Manager;
- Be an effective member of the leadership team and liaise as necessary with the Service & Training Manager, team members and volunteers;
- Take responsibility for driving forward developments and managing change in the counselling team;
- Initiate recruitment drives, support the Service & Training Manager on counsellor/student appointments and facilitate and participate in the induction of new counsellors, students, group supervision;
- Facilitate quarterly meetings with group team leaders to identify trends, good practice and collaborate with them to develop services and policies;
- Review our counselling policies and procedures, protocols and administrative/monitoring systems, develop guidelines for good practice and record keeping protocols as agreed with the Service & Training Manager;
- Participate as necessary in induction programmes for new staff and trustees;
- Network and, as directed by the Service & Training Manager, build working partnerships with other key agencies to raise the S.M.I.L.E Counselling profile externally;



Place of work: Working a blended approach of remotely from home and office based once Covid-19 restrictions change. We currently have office accommodation in Bathgate but will be relocating to Livingston in the next 6 months.

Delivery Model: Leadership of our current schools service as well as our office and outreach face-to-face and online services. **[Person Specification]**

Essential:

- BACP, COSCA or equivalent accreditation and 3 years' experience of young person counselling and of working at senior management level;
- Being organised and able to multi task to tight deadlines;
- Knowledge of, or experience of work, in the areas of children and young people, safeguarding and child protection;
- Strong leadership and people management skills, Counsellors come from diverse backgrounds with varying expectations and require careful management to maximise their development and contribution to delivery of counselling services;
- Comfortable working with statistical data, computers and software packages and able to produce monitoring and evaluation reports for different audiences including the Service & Training Manager, the CEO and Board of Trustees.

Desirable:

- Clinical Supervision qualification;
- Comfortable with social media;
- Creative, inspirational, positive, attitude and
- Ability to embrace and drive through change.



S.M.I.L.E Counselling is a leading children and young person's counselling charity currently based at Unit 2 Waverley Industrial Estate, Bathgate. Staff are currently working remotely from home and our services are being delivered via Zoom Pro video and phone counselling. We also have Schools Counsellors and a core of Counsellors delivering necessary face-to-face sessions in our offices. S.M.I.L.E

Counselling has a proud but short history. Since 2015 our CYP counselling services have provided high quality professional counselling support for children and young people who are struggling with issues in their lives. We welcome everyone through our door and are always non-judgemental. We are a small sized charity expanding quickly, a mixture of our funding coming from our training delivery and contracts, Trusts and Foundations.

As well as delivering individual CYP counselling, we are proud of our recent expansion into the training arena in which we deliver a variety of counselling and mental wellbeing programmes including COSCA Counselling Skills, ASIST, SMHFA and our customised training (M.W.A.H).

Our Vision is to build a brighter future for all the children and young people of West Lothian and Scotland by offering mental health support when they need it most.

Our Aim is to provide, develop, and co-ordinate a confidential accessible counselling and training service for all those in West Lothian and throughout Scotland.

Our Values: Always compassionate and caring

- Connecting and empathetic with people
- Starting from each person's needs and respecting them
- Non-judgemental
- Respecting and supporting people's choices, decisions, and aspirations



- Keeping people as safe as possible
- Respecting confidentiality and boundaries
- Striving to be accessible, inclusive and empowering

Application notes

Please send your CV and a covering letter showing fit with essential requirements for the role to info@smilecounselling.org.uk marking your email subject Counselling Team Leader Opportunity. We will then reply to suitable candidates with an application form to be completed.

Closing date: 21st April 2021