



# Cogwheel Counselling

Registered Charity 1157141

## **Cogwheel Counselling Head of Counselling Vacancy**

***Are you a talented and motivated individual looking for your next opportunity to lead and shine, and help make a real difference to mental health in the local community?***

### **About the Charity**

Cogwheel Counselling is a Cambridge based charity founded in 1988 which provides affordable mental health counselling to residents of all ages in Cambridge and the surrounding area. Cogwheel delivers talking therapies to adults, children and young people, and to families – both online and in person at our rooms in central Cambridge. The Cogwheel counselling team is made up of around 40 qualified and trainee practitioners who all work part-time and deliver around 100 counselling sessions each week.

Cogwheel Counselling receives no NHS funding and relies on session contributions from clients and grant/donations/ community fundraising to fund the counselling services provided.

Cogwheel Counselling holds accredited organisational status with the British Association for Counselling and Psychotherapy.

### **About the Role**

The Head of Counselling (HoC) vacancy presents an exciting opportunity to lead and manage a dedicated team of part-time counsellors delivering around 4,000 counselling sessions each year to a broad range of people in the community, many of whom would not otherwise be able to access counselling.

The Head of Counselling is supported by a full-time Administration and Office Manager, a part-time Clinical Assistant, and a part-time Business Support and Fundraising Manager.

The successful candidate will have some experience of co-ordinating or managing a counselling service or project, supporting trainee counsellors, working with external stakeholders, and measuring clinical outcomes. They will have a Post-Graduate Diploma/MA/MSc in Counselling or Psychotherapy, a minimum of 5 years' post-qualifying clinical experience, and preferably a Diploma in Supervision.

This is both a challenging and rewarding role which will give the successful candidate the opportunity to support people from all walks of life to access valuable and affordable mental health care; and to deliver, initiate, and develop mental health projects.

The present Head of Counselling will be available for a handover period to offer part-time mentoring and support as required.

## Role Information

**Number of hours** – 37.5 hours a week (including some evening work)

**Remuneration** – circa £35k per annum

**Term of contract** – Permanent subject to a satisfactory probation period of 3 months

**Holidays** – 28 days plus 8 Bank Holidays

**Starting date** – February 2022 or as soon as possible thereafter

**Work location** – Charity offices at 47-51 Norfolk Street, Cambridge CB1 2LD with some remote working if required

## Head of Counselling Role Responsibilities

Area	Main activities
<b>Management of Counselling Service</b>	<ul style="list-style-type: none"><li>• Take overall responsibility for referrals, intake, and ongoing management of clients and waiting lists</li><li>• Ensure intake, assessment, and counselling procedures are regularly reviewed and updated</li><li>• Review intake assessments and allocate new clients to suitable Counsellors</li><li>• Manage at-risk clients with support of Clinical Assistant, including triaging, resourcing, and liaising with other services</li><li>• Oversee communication between clients and Administrative and Support Staff to ensure professional standards and rigorous levels of confidentiality are maintained</li><li>• Monitor, implement, and ensure compliance with GDPR measures across the clinical service</li><li>• Ensure service accessibility standards are maintained and developed</li><li>• Support Administrative Staff in reviewing digital system functionality and efficacy across the service (e.g. CMS, telehealth platforms for online counselling)</li><li>• Liaise with IT Support Officer and allocate tasks as necessary</li><li>• Monitor record-keeping protocols</li><li>• Manage and respond to complaints in line with Charity/regulatory procedures</li><li>• Monitor, review, and adapt as required the allocation of all resources across the clinical service</li></ul>

	<ul style="list-style-type: none"> <li>• Regularly review BACP guidelines and framework updates to promote and maintain organisation-wide compliance</li> </ul>
<b>Management of Clinical Team</b>	<ul style="list-style-type: none"> <li>• Maintain log of Counsellors and manage counselling budget</li> <li>• Ensure new Counsellors receive an effective induction</li> <li>• Provide ongoing in-person and remote support to qualified and trainee Counsellors</li> <li>• Recruit and manage Counsellors to ensure a range of relevant specialities and modalities is maintained and developed within Cogwheel</li> <li>• Hold regular review meetings with the Family Practitioner and provide ongoing support as required</li> <li>• Oversee the recruitment and development of the Family Student Teams along with the Family Practitioner</li> <li>• Deliver annual performance appraisal for the Family Practitioner</li> <li>• Maintain and develop external networks and links with training providers to facilitate counselling placement provision</li> <li>• Complete paperwork and reports associated with trainee placements</li> <li>• Propose and ensure delivery of an appropriate training programme for Counsellors</li> <li>• Monitor and authorise leave requests</li> <li>• Monitor, allocate, and manage the supervision groups</li> <li>• Recruit new Supervisors as necessary</li> <li>• Organise quarterly meetings with Supervisors</li> <li>• Disseminate policy, procedure, and service update information via most effective means (in-person or online meetings; internal comms platform; email)</li> </ul>
<b>Management of Administrative and Support Staff</b>	<ul style="list-style-type: none"> <li>• Liaise with Administrative Staff on a daily basis to help manage workflows and client management/communications</li> <li>• Facilitate weekly review meetings with Clinical Assistant</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide timely support and guidance to Administrative and Support Staff regarding clinical and organisational matters</li> <li>• Co-ordinate and lead meetings between team members as required</li> <li>• Ensure sufficient staff resources are in place to manage absences and priorities as required</li> <li>• Ensure sufficient on-site cover is maintained with at least one staff member on the premises when counselling is taking place in person</li> <li>• Oversee training requests for staff</li> <li>• Deliver annual performance appraisals for Administrative and Support Staff</li> <li>• Monitor Administrative and Support Staff Wellbeing including occupational health, and implement measures as required</li> </ul>
<p><b>Individual Role Duties</b></p>	<ul style="list-style-type: none"> <li>• Review and respond to HofC communications on a daily basis</li> <li>• Complete own supervision once a month</li> <li>• Regularly meet with the Chair of Trustees</li> <li>• Participate in Charity Trustee meetings and provide HoC reports (usually a maximum of 6 Board meetings a year and associated sub-groups)</li> <li>• Commit to ongoing professional development</li> </ul>
<p><b>Charity Compliance</b></p>	<ul style="list-style-type: none"> <li>• Act as Charity GDPR Officer and report to ICO if required</li> <li>• Act as Charity Safeguarding Officer</li> <li>• Responsibility for Charity Health &amp; Safety</li> <li>• Ensure everything required to maintain BACP accreditation is carried out including annual reports and audits</li> <li>• Work with Business Support and Fundraising Manager to ensure policies for all areas are written and updated as required and implemented effectively within Charity</li> </ul>

<b>Charity Strategy and Development</b>	<ul style="list-style-type: none"> <li>• Work closely with Business Support and Fundraising Manager to develop new projects and submit funding applications, including provision of service data</li> <li>• Work with Business Support and Fundraising Manager on initiatives to increase sustainability of and viability of Charity</li> <li>• Liaise and network with external stakeholders</li> <li>• Write copy and ensure relevant media are used effectively to communicate core messages and raise the profile of Cogwheel Counselling</li> </ul>
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### **Person-Specification**

#### **Education, Qualification & Training:**

- Post-Graduate Diploma / Level 7 Qualification in Counselling or Psychotherapy
- Post-Graduate Qualification in Clinical Supervision
- Evidence of post-qualification continuing professional development
- Registration and/or accreditation with a relevant professional membership body

### **Qualities Needed**

#### ***Essential:***

#### **Knowledge and experience**

- A minimum of five years' post-qualifying clinical experience
- Experience of supervising counsellors
- Experience of mentoring trainee counsellors
- Experience of managing staff including recruitment and performance review
- In-depth knowledge of the legal and ethical frameworks relevant to the counselling professions
- Knowledge of statutory safeguarding procedures
- Knowledge of GDPR and its application in a counselling setting

#### **Skills and attributes**

- Excellent understanding of the Charity client group including those affected by mental health issues
- Outstanding ability to lead, engage, and foster a collegiate team spirit
- A commitment to promoting the highest ethical and professional standards in counselling practise
- A commitment to own ongoing professional development, including researching and maintaining up-to-date knowledge of practice approaches and guidelines
- Understanding of a range of counselling and psychological approaches and modalities
- Highly developed organisational and administrative skills
- Strong IT skills
- Understanding of accessibility issues and the barriers faced by divergent service user groups
- A commitment to promoting the Charity's ethos, values, and objectives

***Desirable:***

- Knowledge/experience of working in the charitable sector
- Knowledge/experience of statutory mental health services
- Experience of co-ordinating service delivery to children and young people as well as adults
- Clinical experience in more than one organisation and across modalities/specialities
- Experience in use of a Clinic Management System

**Applicant Information**

- Closing date for applications: Monday 24<sup>th</sup> January 2022 at 9:00am
- If you are interested in hearing more, please contact Lis Silver, Chair of Trustees at [chairoftrustees@cogwheel.org.uk](mailto:chairoftrustees@cogwheel.org.uk)
- Please email CV and a cover letter outlining why you are interested in this post and how you meet the Person Specification and send to [chairoftrustees@cogwheel.org.uk](mailto:chairoftrustees@cogwheel.org.uk)
- Interviews will take place on Thursday 27<sup>th</sup> January 2022 (please advise of your availability on this day)
- Interviews will include a set of tasks and panel interview and will take place at Cogwheel's office at 47-51 Norfolk Street, Cambridge (unless in person meeting is prevented by national guidance)