



Cogwheel Counselling

Registered Charity 1157141

Affordable help when life slips out of gear

Counselling Services Coordinator Post - March 2023

Cogwheel Counselling is a Cambridge-based charity founded in 1988 which provides affordable, remote and in-person mental health counselling to adults, children and young people in Cambridge and the surrounding area. Cogwheel holds accredited organisational status with the British Association for Counselling and Psychotherapy.

Around 30 qualified and trainee counsellors currently work or volunteer part-time at Cogwheel, providing counselling to around 400 clients each year. Our aim is to increase the current capacity.

The part-time Counselling Coordinator role is suitable for a counsellor, psychotherapist or mental health practitioner wishing to broaden their experience. Cogwheel is currently looking at developing the range of services on offer to adults to include collaboration with other organisations including local Primary Care Networks and a Student Support Service. This role will provide additional resource to support these new services and the recently established Employee Counselling Service. The role will be to assist the Head of Services in the onboarding and management of new referrals plus a variety of other tasks that support service provision at Cogwheel. The successful candidate will also provide support to staff and volunteers, which may include training and induction, managing client concerns and complaints.

Additionally, the role would entail providing leave cover for the Head of Services, the Clinical Administrator and the Office and Administration Manager and therefore will require some flexibility around working hours.

Number of hours: 15 hours per week to be worked over a minimum of 4 days (plus additional hours to cover absence as required)

Remuneration: £15 per hour

Term of contract: 12 months with possibility of further extension

Annual leave: 28 days plus bank holidays pro-rata for hours and length of contract equating to 108 hours annually.

Starting date: May 2023 or as soon as possible thereafter

Work location: Cogwheel offices at 66 Devonshire Road, Cambridge CB1 2BL (there is an operational requirement for the role holder to be able to spend a significant proportion of their time working in the office). At the start, to undertake training, all hours for the role will need to be worked in the office.

Line manager: Head of Services

There is a requirement for the successful candidate to undergo an Enhanced DBS Check as part of the recruitment process for this post. A copy of our Recruitment of Ex-Offenders Policy is available.

Role responsibilities:

Area	Main activities
Client management	<p>Support Head of Services and administrative staff in the client onboarding process for all services.</p> <p>Act as a point of contact for the new services.</p> <p>Delivering assessments, particularly of medium and high-risk clients to determine service suitability and signposting as needed</p> <p>Assist in the registration of clients with more complex and high-risk presentations to evaluate service suitability and onward referral wherever needed.</p> <p>Assist with allocations of new clients to counsellors for service clients and other clients</p> <p>Assist with client arrears' resolution</p> <p>Support with the client record closing process</p>
Staff / volunteer support	<p>Support office staff and counsellors as required, including trainees on placement</p> <p>Support counsellor recruitment including delivery of inductions of new counsellors</p> <p>Provide Clinic Management Software training and support to counsellors</p> <p>Assist in providing annual leave cover for Head of Services and for Administration Staff</p> <p>Support other tasks as required by Head of Services</p>
General charity operation	<p>Deliver Assessment training</p> <p>Assist with service audit procedures</p> <p>Support with service outcome evaluations for different projects including new services</p>

Qualities needed:

Essential

- A graduate or level 4 or above qualification relevant to mental health or therapy provision
- Post qualifying clinical and/or administrative experience in a mental health setting or counselling organisation
- Experience in assessing and managing safeguarding risks, and ability to respond in a confident and nuanced manner
- Previous training in working with suicidality
- Accreditation or registration with a professional membership body, e.g. BACP or UKCP
- Strong IT skills
- Good verbal and written communication skills
- Good understanding and strong support of the charity objectives and ethos
- A commitment to ongoing professional development
- Willingness to work flexibly according to the needs of the organisation

Desirable

- Knowledge and experience of working in the charitable/community sector
- Previous use of a Clinic Management System
- Good knowledge of Microsoft 365/Office suite
- Experience of training individuals and groups
- Training or experience supervising practitioners

Applicant information:

- Closing date for applications is Tuesday, 11th of April 2023 at 5:00pm
- Interviews will take place on Wednesday, 19th of April in person, and will include a task. **Please confirm your availability for that date.**
- If you would like to talk about the job role please email Isabelle Dolis at Headofservices@cogwheel.org.uk to arrange a 30-minute call.

Please email your CV and a cover letter indicating relevant experience you have in meeting this Job Description to headofservices@cogwheel.org.uk