



Cogwheel Counselling

Registered Charity 1157141

Affordable help when life slips out of gear

Senior Counsellor & Operational Lead Post - November 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 25 qualified and trainee counsellors currently work or volunteer part-time at Cogwheel, providing counselling to around 400 clients each year. Our goal is to increase the current capacity.

The full-time Senior Counsellor and Operational Lead role is suitable for a counsellor or psychotherapist wishing to broaden their experience and diversify their skills. Cogwheel is currently looking at developing the services on offer to adults to include collaboration with other organisations such as local Primary Care Networks.

This role will provide additional resource to support current services including our Employee Counselling Service as well as any new services/projects. The role will be to assist the full-time Head of Services in the onboarding and management of new referrals plus a variety of other tasks that support administration and service provision at Cogwheel. The successful candidate will be a responsive and ethically aware individual who is able to draw on their clinical knowledge to aid decision making. They will also provide support to both staff and volunteers. This may include bookings, allocations/reallocations, training and inductions, managing client concerns and complaints.

Additionally, the role would entail providing leave cover for the Head of Services and other administrative staff.

Number of hours: Full time. At least two days working into the evening delivering counselling sessions (e.g.: 12:00 till 20:00) will be required.

Remuneration: £28,500 per annum

Term of contract: 12 months with possibility of further extension

Annual leave: 28 days plus bank holidays which includes a summer closure for 10 working days in early August and a Christmas closure for 3 days between Christmas and New Year.

Starting date: January 2024 or as soon as possible thereafter

Work location: Cogwheel offices at 66 Devonshire Road, Cambridge CB1 2BL

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>Assist with service audit procedures</p> <p>Support with service outcome evaluations for different projects including new services</p>
Session Delivery	<p>Deliver fifteen, 50-minute assessments or therapy sessions either face to face, online or over the phone</p> <p>Commit to working two evenings per week delivering sessions up until 20:00</p> <p>Complete session admin and client notes on the day of delivery or promptly thereafter</p> <p>Ensure clinical measures and service evaluation are undertaken with each client</p> <p>Escalate immediately any safeguarding concerns to the Head of Services and/or your supervisor</p> <p>Attend regular supervision as required by the organisation as well as a monthly case management meeting with the Head of Services</p>

	<p>Work to the BACP Ethical Framework and adhere to the charity's policies and procedures</p> <p>Willingness to mentor new trainees</p> <p>Undertake locking up and key holding responsibilities when working evenings</p> <p>Provide support with service outcome evaluations for different grant reports writing short written case vignettes or describing different processes in the clinical work</p>
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Note: This Job Description may be amended in the light of changing circumstances and may include other duties and responsibilities which will be determined by the Head of Services in consultation with the post holder

Qualities needed:

Essential

- A graduate or level 4 or above counselling or psychotherapy qualification
- Post qualifying clinical and/or administrative experience in a mental health setting or counselling organisation
- A minimum of two years' experience of delivering assessments (Cogwheel assessment training will be provided) and counselling sessions face to face/online/over the phone
- Previous training in working with suicidality
- Experience in assessing and managing safeguarding risks, and ability to respond in a confident and nuanced manner
- 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 with neurodiversity, GSRD clients, trauma and/or other areas of special interest
- 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 Wednesday, 6th of December 5:00pm
- Interviews will take place on Tuesday, 12th of December in person, and will include a set of tasks.
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 on or before Tuesday, 28th of November.

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