



Role: Service Manager Low-Cost Counselling (1 year maternity Cover)

Salary: £28,000 pro rota

Accountable to: Director

Working Pattern: 21 hours per week. Currently the post will be expected to work Tuesday, Wednesday and Thursday at our Therapy Centre.

Location: YCS's offices, The Parade, Cardiff.

The Organisation: YCS Counselling was originally set up in 2011 to improve access to and meet the needs of groups traditionally under-represented in taking up psychological therapies, through the provision of accessible, evidence-based therapies and other support. It has been mainly run by volunteers but is now progressing widening its services to provide facilities for private and contractual counselling support. Any profits from its activities is used to subsidise the provision of counselling support to individuals who have difficulty accessing counselling services for a variety of reasons. Apart from the delivery of face-to-face counselling in South East Wales, the organisation provides on-line counselling services throughout Wales.

We are looking for an enthusiastic manager that can continue developing our low-cost counselling service. This person will need to have a good understanding of the counselling world and be empathic to our client group. We are looking for someone who can support and lead the team of counsellors on placement and volunteers.

YCS is registered with NCPS and a small Charity and whilst this role is expected to lead and manage the low-cost service, we are looking for a person who will also be hands on. This means that the successful person will be one of the team, expected to open and lock up the premises and be flexible in their working hours. We currently lock up twice a week at 7pm and this role will be responsible for at least one of these days.

Job Purpose: Management and development of YCS's Low-Cost Counselling services and provision of clinical advice and guidance.

Objectives:

- (i) To lead and manage YCS's Low-cost Counselling service.
- (ii) To support the Director on development of services

Responsibilities

1. Lead on recruitment, induction and supervision of volunteer placements including agency reports and signing off client logs.
2. Advise and guide 'volunteer counsellors' on the preparation and completion of YCS counselling process from bookings, client attendance, cancellations, support and client endings.
3. Manage client assessments, waiting list times and allocation of clients to volunteer counsellors.
4. Liaise directly with local training organisations with aim of increasing volunteer placements to 45 by Autumn 2025.
5. Lock up on rota basis and be safeguarding contact for students and volunteers when locking up.
6. Maintain data monitoring and recording.

Low-Cost Service Manager - Person Specification

Knowledge, Skills and Experience	Desirable (D) Essential (E)	How Criteria will be Assessed
High level skills in and significant experience of counselling with various groups.	E	CV and interview
Knowledge, skills and experience of therapeutic interventions and safeguarding	E	CV, proof of qualifications, interview
Knowledge and experience of managing counselling practitioners on placement	D	CV, proof of qualifications and interview.
Knowledge of the health sector and experience of writing bids/tenders	D	CV and interview
Experience of developing productive partnerships and working with under-represented groups and marginalized communities	D	CV and interview
Logistical awareness and experience of administration in a counselling service and the ethical and legal expectations of this e.g. note taking, ethics, adhering to membership body	E	CV and Interview
Experience of working with under-represented groups and marginalized communities.	D	CV and interview

Volunteer management and quality assurance skills and experience	E	CV and interview
Sound organisational skills	E	CV and interview
Training and induction of counsellors	D	CV and interview
Experience of working in the third sector and/or with social enterprises	D	CV
Personal Characteristics and Attributes	Desirable (D) Essential (E)	How Criteria will be Assessed
Ability to work on own initiative	E	Interview and references
Flexible and adaptable/ability to work at least one evening per week and lock up building	E	Interview and references
Empathy with client base	E	Interview
Operates with discretion	E	Interview and references
Committed, enthusiastic and caring	D	Interview and references
IT literate	E	Interview
Professional and Educational Requirements.		
Diploma in Counselling or recognised accredited course and Registered Member of professional body (BACP/NCPS/UKCP etc)	E	Production of certificates and other forms of evidence