Ribble Valley Gateway Trust

Gateway Trust Counselling Project Manager

Job Description

Responsible to:	Trust Operational Manager and Trustees of the Ribble Valley Gateway Trust
Responsible for:	The management and coordination of Gateway Trust Counselling.
Salary:	Between £18 and £20 per hour dependent on qualifications and experience
Part-time:	Between 12 and 16 hours per week
Location:	St James' Church, Clitheroe
Contract:	Permanent Contract, subject to 3-month probationary period.

JOB DESCRIPTION

Gateway Trust Counselling is an affordable counselling service provided to adults within the Ribble Valley area. Service users self-refer, and following assessment, will be assigned to a volunteer counsellor who give of their time freely. Service users are invited to contribute towards the cost of the session if they are able to. The post holder will be responsible for the development and day to day running of the service, the management, assessment and assignment of new referrals, the recruitment of volunteers, the organisation of rotas, as well as working proactively with stakeholders, grant funders and public bodies to support the ongoing delivery of the service.

The Ribble Valley Gateway Trust is a Christian Charity whose charitable objects include the advancement of Christian faith and practice. The Counselling Manager has a senior leadership role within the Trust with particular responsibility for maintaining, developing and representing the Christian ethos of Gateway Trust Counselling, including its relationships with local churches and Christian organisations and the integration of the Trust's Christian values within the strategic development of the service.

SPECIFIC RESPONSIBILITIES:

Running the Service

- Hold responsibility for the smooth running of Gateway Trust Counselling
- Ensure the Christian ethos of the centre is respected and upheld by all staff.

- Ensure the counselling service offers the Christian faith as part of the counselling experience for those who would like it.
- Support the spiritual life of the organisation – for example, by participating in prayer times.
- To clinically assess all those seeking counselling from the service
- To assign clients to counsellors appropriately regarding the needs of the client and the skills of the counsellor.
- Management of and regular updating of policies in conjunction with Operations Manager and Board of Trustees.

Management of Volunteers

- Recruitment and co-ordination of voluntary staff including counsellors and welcomers.
- Promote community and support for all volunteers, highlighting their value to the service.
- Develop rotas to ensure service provision is maintained.

Ribble Valley Gateway Trust

- Ensure protocol and policy is upheld by staff members
- Effective communication with the board of trustees at Ribble Valley Gateway Trust and the attendance of trustee meetings where reports and updates from the manager will be given.
- To meet with supporting Link Trustee regularly and share news and information.

Finance

- Manage funds and be involved in fund raising, including the application for appropriate grants, in conjunction with the Operations Manager.
- Management of office supplies, equipment and all other household/office maintenance
- Set and adhere to an annual budget for the service.
- Be accountable to the RVGT for its finances and provide an annual financial report with the support of the Trust Treasurer.

Training

- To provide induction and informal training for all staff, which will include organising and leading staff meetings.

Record Administration

- Ensure the secure storage and timely destroying of client details and records
- To keep monitorable data of clients so that the centre's efficacy can be assessed

Accountability

- The Counselling manager will be line managed by the Operations Manager and will be accountable to the Operations Manager for all aspects of their role.
- The Counselling manager will advise the Operations Manager of exceptional events, such as complaints, media contact, health and safety incidents, safeguarding incidents or any risk to public reputation

Reporting to Trustees

- Reporting to the Trustees quarterly Board meetings and as required.

- Advise the Trustees of exceptional events, such as complaints, media contact, health and safety incidents, safeguarding incidents or of any risk to public reputation.
- Establish good links with Board's Link Trustee to ensure that the Board is kept up to date with the needs of the service.
- Comply with Ribble Valley Gateway Trust Policies and Procedures, and provide leadership on same to volunteers within the service.

Working with Stakeholders and other bodies

- Maintaining, developing and representing the Christian ethos including its relationship with local churches and Christian organisations.
- Effective communication with supporting churches and agencies
- Management of professional organisational membership: British Association of Counsellors and Psychotherapists (BACP)
- Liaise with agencies, such as Counselling sign-posters, clergy and deliver training where required to inform signposting of their clients to GTC.
- Effective communication with financial supporters.
- Work with Trust Operational Manager to seek grant funding.

Management of Student Counsellors

- Interview students applying for placement.
- Manage, mentor and support those students in placement, working to achieve full accreditation in their studies.
- Liaise with local Universities.

Safeguarding

- Act as Designated Safeguarding Lead for Gateway Trust Counselling.
- Have familiarity with the Trust's Safeguarding Policy, and comply with that policy.
- Liaise with Safeguarding Officer about any safeguarding issues.

Communication

- Monitor and keep the website updated
- Prepare regular newsletters for Volunteers and stakeholders

Other

- Maintenance of the centre's profile within the community by attending CAN and VCF meetings, meetings with service managers and professionals interested in our service.

PERSON SPECIFICATION

Essential Skills and Experience:

- A recognised counselling qualification at diploma level 4 or above.
- Registered/accredited with ACC, BACP or equivalent.
- Excellent Communication and Interpersonal skills, with the proven ability to prioritise tasks and meet deadlines.
- Empathetic and active listener
- Good written and oral communication
- Proficient in use of Microsoft Office applications, internet services.
- Ability to work independently and unsupervised
- Efficient time and task management
- The post is subject to an enhanced DBS check

Desirable Skills and Experience

- Experience managing a team
- Experience of managing a charity
- Experience managing finances for an organisation
- 2 years experience of working in a counselling setting
- Familiarity with churches and Christians of different denominations
- Experience working with people from many different backgrounds
- Experience using Xero Accounting Software.
- Experience in fundraising or grant writing

Personal attributes

- There is an occupational requirement for the postholder to be a practicing, active Christian able to clearly demonstrate a personal commitment to the mission, values and practices contained in our ethos statement and in agreement with our basis of faith.
- Motivated by placing people in environments where they thrive
- Passion for social justice
- Flexibility in a changing work environment
- Positive and enthusiastic attitude
- Strong work ethic and commitment to excellence.
- Eligible to work in the UK.