

## Job Description

<b>Job Title</b>	<b>Counselling and Psychotherapy Coordinator - Spanish Speaker</b>
<b>Reports to</b>	Counselling and Psychotherapy Team Manager
<b>Hours per Week</b>	35 hours per week
<b>Contract</b>	31st March 2021, fixed term with possibilities of extension
<b>Salary</b>	£29,650 per annum pro rata
<b>Pension</b>	Government Workplace NEST Pension Scheme
<b>Responsible for</b>	Three part-time counsellors/psychotherapists and a small team of volunteer counsellors/psychotherapists.

### Job Purpose

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The Latin American Women's Rights Service (LAWRS) is a human rights and feminist organisation led by and for Latin American migrant women in the UK. Our work is dedicated to supporting the immediate and long-term needs of Latin American migrant women exposed to violations of their fundamental human rights; facing violence against women and girls, exploitation or trafficking; enduring difficult living and working conditions in low paid jobs, and facing barriers to social protection.

The women using LAWRS Counselling and Psychotherapy service benefit from practical and emotional support, learn new skills and improve their own opportunities. We strive to provide essential tools for women to empower themselves in their pursuit of personal and social change.

The post holder will be responsible for coordinating the provision of LAWRS specialist Counselling and Psychotherapy service and group work sessions for Latin American women and girls 16+, adhering to the BACP Ethical Framework for Good Practice and ensuring that appropriate service and quality standards, as well as legal requirements are fulfilled.

The Counselling Coordinator will provide clinical management to counsellors within the service. The role includes two days per week of counselling practice.

### Main accountabilities

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1. To lead, manage and develop the Counselling and Psychotherapy team, by:
  - Providing effective line management and human resources support to staff in accordance with LAWRS Performance Management, Review and Evaluation Policy and any other relevant policies.
  - Ensuring that staff and volunteers are effectively recruited, inducted, supported and supervised, following all guidelines and tools provided.

- Overseeing that the Counselling and Psychotherapy team are adequately supervised by a registered and competent clinical supervisor on a regular basis and in compliance with BACP requirements.
  - Working with staff and volunteers towards their professional development, building their clinical capacity and motivation (e.g. mentoring, shadowing, peer support, training, etc.).
  - Coordinating and facilitating (if appropriate) CPD training to counsellors.
  - Providing regular feedback to the team regarding file and case management in accordance with service standards and relevant policies.
  - Establishing and supporting staff and volunteers in maintaining the scope of LAWRS Counselling and Psychotherapy service, referring and signposting service users to appropriate services in accordance with LAWRS Policies and Procedures.
  - Ensuring that individual monitoring and evaluation of activities, outcomes, and impact are completed as required.
2. To provide emotional support to Counselling and Psychotherapy service users, especially those at high risk by:
- Making sure all women approaching or referred to the service are provided with information about LAWRS Counselling and Psychotherapy service and receive guidance about other counselling and mental health services in voluntary and statutory organisations.
  - Supporting team members in identifying the most appropriate type of support for service users at high risk when needed, and assessing and managing incidents of mental health risk.
  - Overseeing that referrals received go through the assessment process, ensuring appropriate allocation of cases for short term therapy to staff and volunteer counsellors considering their clinical capacity.
  - Carrying out a one to one clinical caseload equivalent to two days capacity per week.
  - Coordinating the provision of crisis intervention at drop in advice sessions and supervising all follow-up actions relevant to each case.
  - Making and following up on internal and/or external referrals and signposting whenever relevant and according to adequate referral pathways and in response to Latin American women's needs.
  - Liaising with statutory and voluntary services when required, ensuring that users' needs are comprehensively addressed.
  - Coordinating a programme of regular group work sessions aimed to Latin American women about confidence building, empowerment, mental health, wellbeing and related matters.
3. To assist the Counselling and Psychotherapy Team Manager in the delivery against targets and in accordance with contract requirements, evidencing:
- The team's timely maintenance and update of accurate digital and paper records of all cases and up to date monitoring and evaluation databases.

- The implementation of delivery plans to meet targets within deadlines as instructed by the Counselling and Psychotherapy Team Manager.
  - The completion of reports and case studies as requested by your line manager and in compliance with relevant quality marks and/or funder requirements, ensuring reporting deadlines provided are met.
  - The adherence to LAWRS standards, policies and procedures, and compliance with accreditations and regulatory bodies (e.g. BACP).
  - The adequate design and delivery of psychoeducational workshops, talks, and weekly group work sessions according to contract requirements within the time provided.
  - The efficient allocation of clients to counsellors according to waiting lists, team's clinical and operational capacity, action and delivery plans and organisational priorities.
4. To actively participate in the process of planning and updating strategic and operational plans, including:
- Collaborating with the senior management team and policy and communications coordinators in LAWRS policy work, research and media enquiries as required.
  - Assisting in the regular review, development and updating of LAWRS policies and procedures, business, operation and team's plans.
  - Ensuring service user views are heard and inform the counselling and psychotherapy service provision.
5. To represent LAWRS in external communications, meetings, and events, by:
- Building effective relationships with relevant agencies to ensure referral pathways for service users.
  - Networking and participating in mental health-related forums, VAWG forums and related working groups and initiatives, conferences, and other relevant meetings as requested by your line manager.
  - Acting as an ambassador, upholding and maintaining the organisation's ethos, values, aims, and objectives.
6. To maintain up to date knowledge of the BACP, high-quality counselling and psychotherapy service standards and other best practices, by:
- Attending training, events, conferences, and other development opportunities in agreement with your line manager and in accordance with LAWRS Staff Training and Development Policy and Procedure.
  - Sharing relevant information within and beyond the team as relevant.
  - Attending clinical supervision with a competent clinical supervisor on a regular basis and in compliance with BACP requirements.
7. Other accountabilities:
- To attend regular one to one sessions in accordance with LAWRS Performance Management, Review and Evaluation Policy.

- To attend service and staff meetings, LAWRS Annual General Meeting and any other relevant organisational activities as required.
- To abide by Health and Safety guidelines and share responsibility for your own safety and wellbeing and that of colleagues.
- To carry out any other duties appropriate to the post as requested by the senior management team to ensure the effective delivery and development of the service and the smooth running of the organisation.

### Person specification

<b>Education and Qualifications</b>	<b>Application Form</b>	<b>Interview</b>	<b>Exercise</b>
1. A Professional Psychology or Counselling Qualification to Degree level or equivalent.	✓		
2. Professional registration with BACP or equivalent is essential (Accreditation desirable).	✓		
<b>Experience</b>			
3. Demonstrable experience of face-to-face counselling to women (evidence of a minimum of 300 hours) affected by domestic abuse, sexual violence and other forms of VAWG.	✓	✓	✓
4. Experience of working within safeguarding guidelines to protect and promote the wellbeing of vulnerable adults and children.	✓	✓	✓
5. Demonstrable experience in line management.	✓	✓	✓
6. Experience in designing, running and delivering mental health related group work sessions and/or training to professionals.	✓	✓	✓
7. Experience of developing and maintaining effective working relationships with external agencies.	✓		
<b>Knowledge and Understanding</b>			
8. An in depth knowledge and understanding of clinical risk assessment processes related to working with trauma.	✓	✓	✓

9. Excellent understanding of harmful practices and of trafficking and prostitution/sex work from a women's rights perspective.	✓	✓	✓
10. A thorough understanding of the needs and issues facing Latin American women in the United Kingdom.		✓	✓
11. A commitment to integrate equal opportunities principles and anti-discriminatory practice in all aspects of the work.		✓	✓
12. Knowledge of therapeutic empowerment approach.	✓	✓	
13. Excellent command of English and Spanish both orally and in writing, including quality written work for counselling assessments and risk analysis writing.	✓	✓	✓
14. Familiarity with Counselling and Psychotherapy outcome monitoring and evaluation systems (preferably CORE).	✓	✓	
<b>Skills and Abilities</b>			
15. Excellent communication and interpersonal skills, and approachable and sensitive nature.		✓	✓
16. Good ICT skills and making use of computerised systems and databases.	✓	✓	
17. Ability to be self-administering, set priorities, work on own initiative and under supervision and as a part of a team.	✓	✓	
18. Excellent organisational skills and ability to delegate.	✓	✓	
<b>Desirable</b>			
19. Previous experience as a counsellor/psychotherapist working in the voluntary sector.	✓		
20. Ability to speak Portuguese.	✓		

### **Other requirements and conditions of the role:**

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1. This post is subject to an enhanced DBS (Disclosure Barring Service) check.
2. You might be requested to participate in occasional organisational activities on the weekends and/or outside your working days/hours.
3. This job description outlines the current main responsibilities of the post, however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder.

**Last updated:** January 2020