



Job Title: Counselling Lead

Location: High Wycombe

Hours: Full time (37 hours per week)

Salary: £38,000 FTE , plus pension contribution

Reports to: CEO

About Us

Youth Enquiry Service (YES) is a small, values-led mental health charity supporting children and young people to improve their emotional wellbeing, build resilience, and access the support they need to thrive. We provide safe, inclusive, and accessible counselling and therapeutic services that place young people's experiences at the centre of everything we do.

Purpose of the Role

The Counselling Lead will lead and develop our counselling service, ensuring the delivery of high-quality, safe, and effective therapeutic support for young people. The postholder will provide clinical leadership, manage a team of counsellors and trainees, oversee referrals and service delivery, and contribute to the strategic development of the charity's mental health offer.

This is an opportunity for an experienced and compassionate counselling professional who combines strong clinical knowledge with excellent leadership, organisational, and relationship-building skills.

Key Responsibilities

Service Leadership and Management

- Lead the day-to-day operation of the counselling service, ensuring it is responsive, accessible, and aligned with the charity's mission and values.
- Manage, support, and supervise a team of employed and trainee counsellors, including regular one-to-one meetings, performance management, and professional development.
- Ensure appropriate allocation of referrals, caseload management, and waiting list oversight.
- Monitor service quality, outcomes, and young people's feedback to drive continuous improvement.

- Develop and review service policies, procedures, and therapeutic pathways.

Clinical Governance and Safeguarding

- Maintain high standards of clinical practice, ethical working, confidentiality, and record-keeping.
- Ensure all counselling work is delivered in accordance with relevant professional frameworks, safeguarding legislation, and organisational policies.
- Act as a safeguarding lead for the counselling service, to identify and respond appropriately to concerns.
- Provide guidance and consultation to counsellors on complex cases and risk management.
- Support the management of critical incidents, complaints, and clinical concerns.

Team Leadership and Development

- Foster a positive, reflective, and inclusive team culture.
- Lead recruitment, induction, and ongoing development of counselling staff and volunteers.
- Identify training needs and coordinate relevant learning opportunities.
- Promote wellbeing and resilience within the counselling team.

Partnerships and Service Development

- Build and maintain positive relationships with schools, community organisations, health services, and other referral partners.
- Represent the charity at external meetings and contribute to local mental health networks.
- Support service evaluation, reporting, and the collection of impact data for trustees and funders.
- Contribute to funding applications, service proposals, and the development of new initiatives.

Administration and Compliance

- Ensure accurate and secure management of client records and data in line with data protection requirements.
- Oversee service reporting, statistics, and outcome measures.

- Support budget monitoring and ensure services operate within agreed resources.
- Maintain compliance with charity policies, health and safety requirements, and relevant professional standards.

Person Specification

Essential

- A professionally recognised counselling or psychotherapy qualification at **Level 4 or above** with a minimum of 3 years post-qualification experience with CYP with current registration or accreditation with an appropriate professional body (e.g. BACP, UKCP, HCPC)
- Significant experience delivering counselling or therapeutic interventions to children and young people.
- Experience of managing, supervising, or leading counselling professionals
- Strong understanding of safeguarding, risk assessment, and working with complex emotional and mental health needs.
- Knowledge of clinical governance, ethical practice, and confidentiality requirements.
- Experience managing referrals, caseloads, and service delivery.
- Excellent communication, interpersonal, and partnership-building skills.
- Experience of monitoring outcomes and using data to evaluate and improve services.
- Understanding of the challenges affecting young people's mental health within local communities.
- Strong organisational skills and the ability to balance strategic thinking with day-to-day operational demands.
- Commitment to equality, diversity, inclusion, and anti-discriminatory practice.

Desirable

- Formal training or qualification in clinical supervision.
- Group therapy experience
- Experience working within the voluntary sector.
- Knowledge of trauma-informed, neuro-affirming, and culturally responsive approaches.

Our Values

The Counselling Lead will demonstrate:

- A genuine commitment to improving the lives of children and young people.
- Compassion, empathy, and respect for diverse experiences.
- Integrity, professionalism, and accountability.
- A collaborative and reflective approach to leadership.
- A commitment to continuous learning and service improvement.

Other Information

The postholder will be expected to:

- Undertake an enhanced DBS check and comply with all safeguarding requirements.
- Work flexibly, including occasional evenings where required to meet the needs of young people and the service.
- Participate in training, supervision, and continuing professional development.

This job description outlines the main duties and responsibilities of the role. It is not intended to be an exhaustive list and may be reviewed and amended in consultation with the postholder to meet the evolving needs of the charity.