

Job Description

Job Title	Counselling Manager
Responsible to	Head of Therapeutic Services
Responsible for	Counselling team and Counselling Volunteers
Hours	35 hours per week (Full-time)
Salary	Woman's Trust Band 4 £40,000 to 45,000 p.a. FTE per annum (pro rata)
Contract	Permanent
Location	Woman's Trust premises
Date Revised	March 2026

This job description may change to reflect the changing requirements of the role.

About Woman's Trust

The charity was established in 1996 to meet the gap in specialist mental health services. Woman's Trust is led by and for women and aims to ensure that women affected by domestic abuse can live a life free from further harm and abuse. Our approach is trauma-informed and person-centred, empowering survivors on their journey to recovery from the trauma. We are committed to a positive, inclusive and equitable environment for our staff, service users and volunteers.

Alongside delivering our existing 1-1 counselling, self-development workshops and therapeutic support groups for women who have experienced domestic abuse, we are focused on developing our innovative mental health services for young women and girls, delivering new peer-led support groups and providing therapeutic groups to children and their mothers. We are also committed to developing further awareness-raising workshops and training for professionals, building on our research and policy to improve systems nationally.

Background

The lack of recognition of domestic abuse as a mental health issue within the NHS leads to delayed and inadequate support for survivors. This gap in understanding and response often result in survivors only being able to access and receive appropriate care when their mental health deteriorates to the point of requiring secondary mental health services (Women's Aid 2021). Meta analysis suggests that CBT, one of the NHS's most prescribed approaches for mental ill-health, is not the best approach for domestic abuse survivors as it does not recognise and take into account the external

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factors and dynamics of abuse, specifically power and control, the role of the perpetrator and the resulting trauma for the survivor.

In March 2025, WT published its first major report, 'Living Without Hope' which consolidates existing and increasing academic, government and sector research demonstrating the significant impact of domestic abuse on women's mental health. Outlining the current agency responses at national, regional and local levels and the gaps in provision; the report also makes recommendations for change and improvement across the VAWG and health sectors.

Building on the research highlighted in our 'Living Without Hope' report, WT has secured funding to work with key stakeholders in the Royal Borough of Kensington and Chelsea to examine the links between domestic abuse and mental health, the specific experiences of Arab and Moroccan women and their access to safe, appropriate services that meet their needs.

Purpose

You will lead the delivery and development of Women's Trust's counselling services, ensuring high-quality, trauma-informed support for women affected by domestic abuse. You will manage a team of counsellors and volunteers, providing supervision, guidance, and professional development to maintain clinical standards and best practice.

You will work closely with the Head of Services to align counselling provision with organisational strategy, monitoring outcomes and impact to evidence the value of our work. You will build and maintain strong external partnerships, contribute to service development and innovation, and ensure compliance with safeguarding, ethical, and professional frameworks.

Responsibilities and Duties

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

1. Lead and coordinate Woman's Trust's counselling service and development
2. Oversee supervision, caseload allocation, and delivery of both individual and group interventions.
3. Ensure services meet BACP standards and are trauma informed.
4. Be accountable for delivery, management, and monitoring of project targets.

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5. Provide robust support to the Head of Therapeutic Services in the leadership of the therapeutic services team.

Clinical Leadership

6. Oversee counselling delivery, ensuring services meet clinical, ethical, and organisational standards.
7. Supervise and support a mix of volunteer and employed counsellors manage caseload allocation to ensure appropriate client-matching and service capacity.
8. Hold a small personal caseload and conduct initial client assessments.
9. Provide cover for supervision when supervisors are absent.
10. Offer crisis support and safeguarding guidance, escalating as required to the Head of Therapeutic Services.

Administration, Resourcing & Monitoring

11. Monitor counsellor and facilitator documentation (case notes, assessments, endings).
12. Lead recruitment, induction, and ongoing development of counsellors, supervisors, and group facilitators.
13. Organise and manage CPD training (6–8 events per year).
14. Track, monitor, and report against project delivery targets and KPIs.
15. Contribute to service design, evaluation, and improvement through the Ethics & Practice group.
16. Support fundraising/communications by providing case studies (with client consent).

Safeguarding Children and Vulnerable Adults

17. Act as the first Safeguarding Lead, advising practitioners and ensuring timely responses to risk.
18. Conduct annual safeguarding policy reviews and support training delivery.
19. Ensure safeguarding responsibilities are understood and embedded across all therapeutic services.
20. Participate in the work of safeguarding children and vulnerable adults, following WT policies and procedures, and the policies and procedures of the Local Children and Adult Safeguarding Boards

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Line Management

21. Provide direct line management to counsellors and supervisors.
22. Support staff development through supervision, appraisal, and reflective practice.
23. Manage performance, wellbeing, and training needs within the therapeutic team.
24. Foster a collaborative, supportive team culture that aligns with Woman's Trust's ethos.

Networking & Partnerships

25. Represent Woman's Trust at domestic abuse forums, networks, and partnerships.
26. Develop strong working relationships with statutory and voluntary sector agencies.

General Duties

27. Commit to a humanistic, person-centred ethos;
28. Engage in regular supervision and training;
29. Provide cover for the Groupwork Manager;
30. At all times protect the safety and security of WT and service users, staff, volunteers, and all those in the work of WT, WT premises and the confidentiality of records and other information;
31. Uphold the rights of women, children and young people who have experienced domestic violence and abuse;
32. Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities policies;
33. Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice;
34. Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected;
35. Attend and participate in staff away days;
36. Undertake training as agreed at supervision sessions;
37. Undertake additional duties in line with the role.

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Values, Behaviours & Competencies

- Committed to the purpose of WT, ensuring that the Survivor is at the heart of service delivery and development
- Understands the feminist framework of the VAWG sector and is committed to fostering innovation and continuous improvement in working practice
- Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
- Non-judgemental with a commitment to self-care within the team
- Collaborative, building relationships with internal and external partners.
- Non-judgemental with a commitment to self-care within the team and wider organisation

OTHER:

1. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

For Official Use only

Agreement to Job Description by candidate accepting the job offer:

In accepting the offer of employment by WT, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.

Name:	Signature:
Date:	Start date:

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PERSON SPECIFICATION – Counselling Manager

A	Application areas will be used to shortlist
I	Tested at Interview Stage
T	Test

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for each of the Person Specification criteria.

Experience	<ul style="list-style-type: none"> • At least 200 client hours. • Clinical experience with abuse, trauma, and complex needs. • Experience in groupwork facilitation and oversight. • Supervising/line-managing counsellors or facilitators. • Experience in caseload allocation and service coordination. • Managing project delivery, targets, and outcomes.
Knowledge and Understanding	<ul style="list-style-type: none"> • Trauma-informed practice and domestic abuse issues. • Safeguarding frameworks and multi-agency working. • Confidentiality, record-keeping, and GDPR requirements. • Equality, diversity, and inclusion in practice. •
Skills and Abilities	<ul style="list-style-type: none"> • Excellent organisational, leadership, and supervisory skills. • Ability to manage group and individual therapeutic services simultaneously. • Strong verbal, written, and interpersonal communication skills. • Ability to manage risk, crisis, and safeguarding issues. • Confident in monitoring outcomes and reporting against targets.

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	<ul style="list-style-type: none"> • Proficient in Microsoft Office and client data systems. • Attitudes: • Commitment to Woman's Trust ethos. • Empathetic, empowering approach to working with survivors. • Strong advocate for anti-discriminatory practice. • Resilient, reflective, and committed to self-care. <p>This now explicitly includes:</p> <ul style="list-style-type: none"> • Clinical duties • Supervision and line management responsibilities • Caseload allocation • Accountability for project delivery, management & monitoring
<p>Qualifications</p>	<ul style="list-style-type: none"> • Recognised counselling qualification (Person-Centred/Humanistic/Integrative). • BACP/UKCP accreditation (or working towards within 12 months).
<p>DBS/Police clearance</p>	<p>An enhanced DBS clearance is required for this role. Police vetting Clearance may also be required.</p>