



Job Description and Person Specification: Counselling and Groups Manager

Hours of work	35 hours per week
Grade/Salary	£36,024 - £48,350
Benefits	28 days annual leave pro rata, plus bank holidays
Contract type	Permanent
Responsible for	Line management of the Senior Counsellor, Counsellors, Specialists Practitioner, and Groups Facilitator
Accountable to	Head of Programmes and Partnerships
Location	A mixture of home-based and East Oxford (minimum 2 days per week) with some travel across Oxfordshire.
Job purpose	<p>The post holder will provide clinical leadership for SSO's therapeutic support provision, ensuring a high-quality, safe and effective specialist service is offered to survivors in Oxfordshire who have experienced sexual violence at any time in their lives.</p> <p>The post holder will oversee the therapeutic interventions, to ensure the service is accessible and reaching all survivors, including those from vulnerable and under-represented groups. They will provide leadership, clinical and operational oversight and line management to the counselling and groups team, striving to continually develop and improve the service.</p>

About Survivor Space Oxfordshire

Survivor Space Oxfordshire has been supporting and empowering survivors of sexual violence in Oxfordshire since 1979. Until 2024 we were known as the Oxfordshire Sexual Abuse and Rape Crisis Centre (OSARCC).

We enable survivors to take control of their recovery in a person-centred way, improving mental and physical wellbeing, and raising future aspirations. We provide independent, free and confidential services in an environment where survivors can receive trauma-informed, specialist support from our experienced and friendly team of staff and volunteers.

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Survivor Space believes that sexual violence is both a cause and consequence of women's inequality and discrimination and we therefore work within a feminist empowerment model and Rape Crisis ethos which informs our activities and the way in which we deliver our services.

As a specialist charity supporting survivors of sexual violence, we provide counselling, groups, advocacy, prevention education, and professional training.

The Survivor Space Counselling and Groups Service currently supports people of all genders aged 12 and over who have been affected by sexual violence. The service currently offers weekly groups; psychoeducation sessions; and one-to-one counselling. The counselling service offers up to 12 sessions of counselling.

About the Role

This pivotal leadership role oversees the clinical, operational, and strategic direction of the Counselling and Groups service. You will be central to ensuring safe, effective, and high-quality service delivery for survivors, while leading clinical governance, continuous improvement and service development.

Main responsibilities

The section below outlines the main responsibilities of this role. Please note this is not an exhaustive list of the tasks the post-holder may be expected to perform.

1. Service delivery and development

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- Lead on all aspects of SSO's counselling and groups provision, ensuring safe, high-quality and accessible support.
- Ensure compliance with up-to-date best practice in line with BACP frameworks and guidance, Service Standards, sector developments, policies and procedures.
- Establish and maintain clinical audits, quality assurance and drive continuous service improvement.
- Provide clinical leadership and oversee supervision to ensure safe and effective practice.
- Support the team by providing clinical expertise and guidance while maintaining oversight of clinical risk, complex or high-risk cases, and safeguarding decisions.
- Oversee service operations, including referral pathways, waiting list management, triage and case management working closely with operational staff.
- Ensure that service user records are maintained in line with data protection requirements, BACP ethical frameworks and SSO policies.

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- Ensure that SSO's counselling and groups services are inclusive and accessible to all survivors who may need them, including those from racially minoritised communities, LGBTQ+ survivors, disabled survivors, and older survivors.
- Monitor the waiting list and ensure survivors have access to appropriate support while awaiting provision.
- Act as designated safeguarding lead (DSL) for the Counselling and Groups service, ensuring safeguarding is trauma informed and compliant with legislation.
- Maintain robust risk assessment, risk management and escalation systems.
- In collaboration with safeguarding lead develop best practice to ensure effective safeguarding and provide DSL cover on a rota basis.
- Support funding and programme development as required.
- Ensure confidentiality, compliance with GDPR and policies.

2. Team management and leadership

- Provide leadership and line management to the counsellors, specialists and group facilitator.
- Oversee recruitment, induction, supervision, objective setting and CPD
- Provide transparent and accountable leadership to the counselling and groups team.
- Promote staff and volunteer wellbeing, and cultivate a supportive, inclusive and high-performing culture.

3. Impact and quality assurance

- Lead the service to proactively gather user feedback, ensuring survivors' voices are central to service development.
- Foster a culture of reflective practice, and facilitate reflective spaces to support the team ensuring effective, high-impact service delivery.
- Provide team learning opportunities and sharing of best practice.
- Ensure robust data collection and analysis to identify gaps and trends, monitor waiting lists and accessibility, and use insights to drive continuous service improvement.
- Lead monitoring, evaluation and reporting of the service as required.

4. Working relationships and stakeholders

- Contribute to organisational strategic development
- Work in partnership with other managers, to ensure consistency and best practice across services.
- Build partnerships with stakeholders, both statutory and VCSE organisations.
- Represent SSO externally as the specialists in supporting survivors of sexual violence, sharing best practice and participating proactively in local and national networks and initiatives.
- Develop and provide training on the topic of sexual violence in relevant networks.

5. Other

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- Attend regular clinical supervision and relevant training as required.
- Support, promote and work in accordance with SSO values, policies, aims and objectives at all times
- Carry out any other work or duties that are reasonably requested

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Specification	Essential	Desirable
Knowledge (including education/qualifications)		
Qualification in counselling/psychotherapy (Diploma or above)	X	
Membership of relevant UK professional body such as BACP, UKCP, NSCP or similar.	x	
Knowledge of BACP ethical framework.	x	
Accredited membership		X
Clinical Supervision qualification		X
Excellent understanding of safeguarding legislation and procedures for children and vulnerable adults.	X	
Experience		
Extensive post-qualification clinical experience working with survivors of trauma and/or sexual or domestic abuse		x
Experience overseeing complex client work, including risk assessment and risk management.	x	
Experience of managing people/teams, and fostering a safe, supportive and high-performing team culture	X	
Experience within the VAWG sector and sound understanding of the impacts of sexual violence		x
Skills		
Expertise in trauma-informed practice	x	
Strong leadership, decision-making and communication skills	x	
Ability to juggle a complex workload with competing priorities.	X	
Proven success identifying and implementing continuous improvements to enhance service development.	X	
General		
Strong commitment to supporting survivors of sexual violence and to working in line with feminist values, SSO's principles, and anti-discriminatory practice.	X	
Demonstrates cultural awareness and the ability to work effectively in diverse settings, with a strong commitment to equity, diversity, and inclusion.	X	
Commitment to professional development and willingness to undertake training required for the role.	X	