



Sue Lambert Trust

JOB DESCRIPTION

Job Title:	Counselling Support and Development Manager
Responsible to:	Head of Counselling
Location:	Norwich and Great Yarmouth
Hours:	30 Hours Per Week
Salary:	£33,000 per annum FTE (pro rata to 30 hours per week)

Background Information

Sue Lambert Trust provides kind, safe, supportive help for people who have experienced sexual or domestic abuse at some point in their lives.

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organized around a three-phased trauma informed approach.

Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service.

Phase Two Counselling is the core provision and is delivered by 50+ trained counsellor volunteers working with around 300 clients weekly.

Phase Three aims to build resilience and includes interventions such as self-help groups.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

With the launch of a new strategy to guide us through to 2026 it is an opportune time to be joining an organization that is ambitious in its support for its clients.

Job Title **Counselling Support and Development Manager**

Kind • Safe • Supportive

Responsible to: **Head of Counselling**

Job purpose: To ensure that all counsellors and staff are provided with the skills and knowledge to deliver and develop Sue Lambert Trust services

To support the Head of Counselling to manage a team of staff and counsellors in delivering effective, safe and quality counselling and other appropriate therapeutic services.

To support the Head of Counselling in the development of clinical services, and work collaboratively with the Service Support and Development Manager to implement Trauma Informed Practices (TIP)

To support the Head of Counselling in creating a safeguarding culture throughout the organisation.

Main responsibilities:

Operational Delivery

1. To develop and lead a needs-based plan for the learning and development of the counselling team aligned with Sue Lambert Trust strategy.
2. To organise and manage trainee counsellor placements, working in partnership with counsellor training providers to support and develop trainees in their ongoing training.
3. To act as the Senior Counselling Lead for all trainee counsellors, undertaking case management monthly
4. To work collaboratively to develop and support the implementation of consistent working practices across our sites with a focus on our Great Yarmouth office.
5. To lead on the development and training of a dedicated team of EMDR practitioners.
6. To act as one of the designated safeguarding leads within the organisation, providing support to Senior Counselling Leads and counsellors
7. To deputise for the Head of Counselling as and when required

Service Delivery

1. To provide one to one counselling and other therapeutic services as appropriate in line with the policies and requirements of the organisation
2. To ensure a skilled clinical team can deliver initial assessments, review and top-up calls, effective allocations, and any other services as directed.
3. To line manage the Senior Counselling Leads based in Great Yarmouth
4. To lead on best practice in clinical service delivery as outlined by BACP guidelines and statutory and regulatory requirements throughout the organisation.
5. To liaise where necessary and appropriate with external supervisors to support counsellors and clients.

Service Development

1. To ensure the clinical team collect client outcome measures and experience of service feedback to inform the ongoing development of the organisation.
2. To lead on recruiting, interviewing, inducting, and training new volunteers and trainees

3. To lead on clinical development within the counselling management team working alongside the Service Support and Development Manager to ensure quality of policies and procedures is client centred and trauma aware.
4. To lead on the development of our services ensuring they are accessible to all our users, monitoring and implementing practices that reflect our ongoing commitment to Equality, Diversity and Inclusion (EDI)
5. To champion developmental change in our service delivery and provide support and training to enable this

Other Duties

1. To maintain a physical presence across our offices, working to a flexible principle of a 60/40 split between Great Yarmouth (60%) and Norwich (40%)
2. To work within the policies and procedures of the organisation
3. To work to the principles of equality and diversity within all aspects of the organisation
4. To promote the work of Sue Lambert Trust to stakeholders as and where applicable
5. Any other duties as commensurate with the role

PERSON SPECIFICATION – Counselling Support and Development Manager

Qualifications:

1. Minimum Diploma level qualification in counselling
2. Minimum 450 hours clinically supervised counselling experience
3. Achieved or working towards BACP accreditation.

Skills/knowledge required:

1. Experience of planning and implementing a needs-based training and development programme for a team
2. Experience of working and understanding the needs of trainee's and volunteers within a service
3. Experience of working in a client focussed multi disciplinary service
4. Experience of implementing quality standards and training across teams of staff, volunteers and trainees.
5. Experience of implementing and managing change
6. Current ongoing and proven counselling experience within an organisation
7. A deep understanding and empathy with people who have experienced trauma particularly in relation to sexual violence and abuse.
8. Exceptional communication skills, both verbal and written, with proven ability to communicate with a range of different people
9. Clear understanding of the person-centred counselling approach and/or EMDR or Somatic therapy, within the context of a person centred service.
10. Experience in working with other agencies and stakeholders
11. Experience of managing and implementing processes to collect and analyse evidence of the impact of services on clients e.g. outcome measures and experience of service questionnaires

Personal Attributes

1. Collaborative and enabling
2. Dynamic / solution focussed approach
3. Ability to work well within a team and across different disciplines and counselling modalities
4. Ability to work on own initiative and to lead diverse teams
5. Good negotiation skills
6. Ability to motivate and manage people, displaying clear leadership when and where required.

Other requirements:

1. Ability to work flexibly with occasional unsocial hours
2. Ability to commit to working across multiple venues
3. Full driving licence or ability to travel at alternative locations in the county (for which reasonable expenses will be paid)
4. To attend clinical supervision as required by BACP

Application process

To apply, please send the following to recruitment@suelamberttrust.org

- an up-to-date CV
- a covering letter addressing all the requirements in the person specification

Closing date for applications is 9am Monday 25th March.