



Job Description

YCS Counselling

Role: Counselling Service Manager (Permanent)

Salary: £30,030 pro rota (£18,018 for 21 hours)

Accountable to: Director

Working Pattern: 21 hours per week. Currently the post will be expected to work Tuesday, Wednesday and Thursday (9am – 5pm) at our Therapy Centre including one late shift per week (11am - 7pm).

Location: YCS Therapy Centre, The Parade, Cardiff.

The Organisation: YCS (Cwmni Siarad) was originally set up in 2011 to improve access to and meet the needs of groups traditionally under-represented in taking up psychological therapies, through the provision of accessible, evidence-based therapies and other support. It has been mainly run by volunteers but is now progressing widening its services to provide facilities for private and contractual counselling support. Any profits from its activities is used to subsidise the provision of counselling support to individuals who have difficulty accessing counselling services for a variety of reasons. Apart from the delivery of face-to-face counselling in South East Wales, the organisation provides on-line counselling services throughout Wales.

Job Purpose: To lead, manage and develop YCS Counselling services, ensuring the delivery of high-quality, accessible and ethical counselling provision. The postholder will support the safe and effective practice of student and volunteer counsellors, overseeing both the client journey and the placement experience to ensure positive outcomes for clients and a supportive, structured development environment for counsellors.

The role requires a strong understanding of the counselling sector, with the ability to work empathetically with a diverse client group, while supporting and guiding counsellors on placement.

As part of a small charity and an NCPS-recognised service, the postholder will adopt a hands-on approach, contributing directly to the day-to-day running of the service, working flexibly as part of the team, and supporting the practical operation of the therapy centre.

Objectives:

- (i) Ensure the delivery of safe, ethical and high-quality counselling services in line with professional standards (BACP/NCPS).

- (ii) Develop and implement processes that improve client access, flow, and outcomes (e.g. waiting times, engagement, completion).
- (iii) Strengthen and expand the volunteer counselling programme, including recruitment, retention, and development.
- (iv) Embed a culture of reflective practice, continuous improvement, and clinical excellence.
- (v) Contribute to the financial sustainability of the service through efficient resource use and support for income-generating activity.
- (vi) Build and maintain partnerships with training providers and referral organisations.
- (vii) Monitor and evaluate service outcomes to inform development and reporting.

Service Leadership & Delivery

- Lead the day-to-day delivery of YCS counselling services, ensuring a high-quality, accessible and well-coordinated provision.
- Oversee the full client journey, including referral, assessment, allocation, engagement and endings.
- Manage client assessment appointments, waiting lists and allocation to counsellors to ensure timely and appropriate access.
- Maintain a small caseload, including undertaking client assessments and delivering counselling where required, particularly in more complex cases.
- Contribute to the smooth running of the therapy centre, including opening and closing the premises and working flexibly as part of a small team.
- Work collaboratively as part of a small, values-driven team, contributing to a supportive and flexible working environment.

Student & Volunteer Counsellor Support

- Lead on the recruitment, induction and onboarding of student and volunteer counsellors.
- Provide ongoing guidance and support throughout the placement journey, ensuring a positive, structured and professionally enriching experience.
- Act as a key point of contact for counsellors, supporting them with queries relating to client work, processes and placement requirements.
- Monitor counsellor progress, including review of client logs, attendance and placement requirements, and completion of reports for training providers.
- Support counsellor wellbeing and development through regular communication, informal support and signposting where appropriate.

Clinical Quality & Safe Practice (in collaboration with Clinical Lead)

- Support the delivery of safe, ethical and effective counselling practice in line with NCPS (or equivalent) standards.
- Provide day-to-day guidance to counsellors on managing risk, safeguarding concerns and complex client presentations, escalating to the Clinical Lead where appropriate.
- Act as a safeguarding point of contact during operational hours (e.g. when locking up) and ensure concerns are appropriately recorded and escalated.
- Monitor client engagement, endings and overall service quality, identifying areas for improvement.

Service Development & Partnerships

- Support the Director in the ongoing development and growth of the counselling service.
- Build and maintain relationships with counselling training providers to support the recruitment and retention of placements.
- Contribute to the development of systems, processes and policies that improve service delivery and consistency.

Operations, Systems & Data

- Maintain accurate and up-to-date client and service records in line with GDPR and confidentiality requirements.
- Use digital systems (including Microsoft 365 and client management databases) to support efficient service delivery, communication and reporting.
- Monitor key service data, including waiting times, engagement and outcomes, supporting reporting requirements.
- Contribute to the effective administration of bookings, cancellations and client communications.

Counselling Service Manager - Person Specification

Professional and Educational Requirements	Desirable (D) Essential (E)	How Criteria will be Assessed
Diploma in Counselling or recognised accredited course and Registered Member of professional	E	Production of certificates and other forms of evidence

body (BACP/NCPS/UKCP etc)		
Masters level qualification in counselling or equivalent profession	D	Production of certificates and other forms of evidence
Safeguarding level 3 or above CPD	D	Production of certificates and other forms of evidence

Knowledge, Skills and Experience	Desirable (D) Essential (E)	How Criteria will be Assessed
Experience of counselling with a diverse range of clients and groups	E	Application, CV and interview
Knowledge, skills and experience of therapeutic interventions and safeguarding	E	Application, CV, proof of qualifications, interview
Experience of compliance and delivery of ethical and legal expectations of delivering counselling	E	Application, CV and interview
Experience of volunteer management, including onboarding, training and off boarding	E	Application, CV and interview
Demonstrated ability and experience in managing a demanding workload, maintaining high standards while consistently meeting deadlines	E	Application, CV and interview
Experience of working within the fields of Counselling, Mental	E	Application, CV and interview

Health and/ or the third sector		
Experience of managing counselling practitioners on placement	D	Application, CV and interview
Personal Characteristics and Attributes	Desirable (D) Essential (E)	How Criteria will be Assessed
Demonstratable experience of working flexibly, as part of a team and on your own initiative	E	Application, CV and interview
Experience of managing and working with sensitive client data, following GDPR and confidentiality guidelines	E	Application, CV and interview
Ability to work on rota at least one evening per week	E	Application, CV and interview
Experience in using Microsoft 365 and managing a client database (or equivalent)	E	Application, CV and interview