



## SPECTRA CIC

### JOB DESCRIPTION – YP (Young People) LGBTQ+ Counselling Service Coordinator

#### Post Details

**Job Title:** YP (Young People) LGBTQ+ Counselling Service Coordinator

**Salary:** £33,063 FTE, plus pension contribution

**Part-time post:** pro rata 2.5 days per week

**Line Manager:** Spectra Counselling Manager / Clinical Lead

#### Main purpose of the job

- Ensure high-quality and consistent delivery across the YP LGBTQ+ counselling service in line with KPIs and outcome frameworks
- Client allocation and waiting list coordination
- Service reporting i.e., case studies and output
- Support the development of group work interventions across the YP LGBTQ+ counselling service
- Input into team meetings and peer supervision
- Assessments on the YP LGBTQ+ counselling service
- Support clinical lead across aspects of safeguarding and risk monitoring on service
- Provide individual counselling to improve the health and wellbeing of LGBTQ+ young people (13-18).
- Support individuals to work through presenting issues and empower them to express themselves fully, developing confidence and resilience
- Maintain counselling practice and case notes in accordance with Spectra's policies
- Identify changing and emerging client needs and presentation.

#### Main responsibilities and tasks

##### Identify and engage with young people seeking therapeutic support:

- Provide individual and/or group counselling interventions to LGBTQ+ young people (13-18)
- Provide a hybrid model of delivery incorporating both online and in person counselling as required.
- Co-ordinate and report on therapy sessions, ensuring consistent and high-quality therapy services delivered adhering to the policies and procedures of Spectra.
- Identify ways of supporting young people to develop effective, evidence-based services.
- Maintain efficient records and protection of client data in line with current legislation and guidance.
- Report on programme effectiveness.
- Refer and signpost individuals whose needs cannot be met by Spectra.

##### Develop networks and partnerships to support the service

- Engage with and develop robust referral pathways with key professionals i.e., GIC, GIDS, partner organisations and charities, mental health teams and other statutory services.
- Raise the profile of Spectra's YP counselling service with a range of key agencies and networks.
- Develop partnerships to support YP people holistically.
- Contribute to the development of grant applications led by Spectra's fundraiser.

##### Signposting and working with teams

- Support the coordination of the young people's team output, ensuring data is collected, collated, and reported on time.
- Work with other counselling colleagues and the Clinical Lead to ensure a high-quality and consistent service is delivered across all Spectra counselling and well-being services.
- Share learning and insight with broader teams across Spectra as appropriate.
- Identify emerging issues for clients and ways to improve services and ensure this learning is shared across the team.

### **Job Knowledge and Skills**

- Relevant recognised qualification(s) (minimum L4 Diploma level) in the field of therapy, counselling and/ or psychology. In addition, you must be an accredited or registered member of a professional body (i.e., BACP, UKCP, HCPC or BPS). We encourage creative arts therapist to apply (drama, art, music, dance movement or play).
- Experience of delivering psychological therapies online.
- Identify as LGBTQ+ (Spectra operate a peer delivery model)
- Understand the mental health support needs of LGBTQ+ young people, with a detailed understanding of broader support needs.
- Engage with clients in a supportive, affirmative and non-judgemental way.
- Understand how young LGBTQ+ people can access other key services.
- Know your own limits of skills, competences and responsibilities and work safely within them.
- Identify, assess and manage risks, including close liaison with Spectra's Safeguarding and Clinical Leads.
- Manage your time, organisational resources and prioritise workload in liaison with manager.
- Participate and contribute to ongoing appraisal and learning.

<b>Other</b>
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A commitment to the aims and objectives of Spectra.

To maintain personal and professional development in order to keep up to date with current theory and practice in the sexual health, mental health, gender identity and psychotherapy fields.

To be available for work outside normal office hours (within reason).

To contribute to Spectra projects and initiatives as identified by line manager.

**This work will involve a hybrid approach to online work and in person delivery with meetings in South London.**

<b>Spectra standards</b>
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#### **Equal Opportunities**

Spectra has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote its policy in their own work.

#### **Health and Safety**

Spectra is committed to a healthy and safe working environment and expects all employees to implement and promote Spectra policies in all aspects of their work.

#### **Confidentiality and Data Protection**

Spectra is committed to maintaining protection of data and privacy of staff and clients. It expects all staff to handle individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain accesses to information they are not authorised to have.

#### **Systems**

To use Spectra computers and other technology as directed to ensure their full and proper use and to undertake any necessary training.

The duties of this post will change over time and will be reviewed and amended as necessary.

## EMPLOYEE SPECIFICATION

**Job Title: Young People LGBTQ+ Counselling Service Coordinator**

### Criteria / Competences

#### Skills/Abilities/Knowledge

1. Experience and qualifications as outlined above to provide high quality one-to-one counselling to young people, including online.
2. Understanding of the complex issues faced by young LGBTQ+ people and their diverse communities.
3. Knowledge of counselling and behaviour change theories and mental health promotion.
4. Knowledge of legal and medical issues for trans people, including transitioning.
5. Excellent self-management skills.
6. Experience of building referral pathways, networks and professional partnerships.
7. Knowledge of data/records systems. Ability to process and analyse data and write reports, including case studies.
8. Ability to problem solve, work independently and manage time efficiently.
9. Ability to unequivocally respect, support, promote, and work within LGBTQ+ and other diverse communities.

#### Experience

1. Experience of the complex issues facing young LGBTQ+ people
2. Experience of delivering individual and group counselling since qualifying, preferably with some online delivery
3. Experience of working in teams
4. Experience of working with young people as service users.

#### Other Factors (Genuine Occupational Qualifications)

Identify as LGBTQ+, bringing peer lived experience to the service (essential)  
Work in languages other than English common to the diverse communities in London (desirable)