

## Job Details

<b>Job Title:</b>	Deputy Service Manager – Counselling Service
<b>Hours:</b>	35 hours per week
<b>Salary:</b>	£33,000 (FTE)
<b>Location:</b>	Swindon
<b>Reports to:</b>	Wellbeing Service Manager

## Job Purpose

Join a team with a bold mission – at Swindon & Gloucestershire Mind, we are dedicated to reshaping the landscape of mental health and emotional wellbeing in our community. We are growing our counselling service, and we will be offering more generalised counselling as well as our Self Harmony service which specialises in self-harm and self-injury reduction.

### What You'll Do:

- **Collaborative Leadership:** Lead, inspire, and effectively manage a team of professionals to deliver exceptional mental health support and interventions.
- **Innovation and Empowerment:** Channel your passion into providing evidence-based interventions, elevating the mental health and emotional well-being of the people we serve, while opening doors to life's possibilities.
- **Effective Partnerships:** Ensure effective and appropriate communication with all individuals, staff, community agencies and partner organisations.

### Why Join Us:

- **Impact Matters:** Join a team where your work directly transforms lives and contributes to a healthier community.
- **Personal Growth:** We offer professional development opportunities that will enrich your career and help shape the future of mental health services in Swindon.
- **Collaborative Culture:** Work alongside like-minded individuals who share your passion for making a meaningful impact.

Together, we can build a brighter, healthier future for Swindon. Your contribution can make all the difference.

Key Responsibilities

**1. Contract and Services Management**

- Informing the future direction and development of the Self Harmony Counselling Team and Access Counselling Team including working closely with the Directors and Commissioners internally and externally of the organisation
- Champion innovation and co-lead the implementation of enhancements to services, and support the implementation of change, best practice and continuous improvement.
- Develop the Swindon and Gloucestershire Estate, exploring potential space in the local community, networking with other charities and local businesses to source suitable space to enable the growth and development of the new Access Counselling Team.
- To manage a caseload of clients, offering sessions in line with the counselling service procedures and policies.
- Ensure counselling sessions and practice is carried out in accordance with the BACP framework and other ethical guidelines.
- Understand and build upon local assets and resources, to enable a holistic and flexible and flexible place-based support structures that are responsive to local needs.
- Develop the service model with a two-tier model of high and low risk, working effectively with the team, Service Manager and SLT.
- Ensure adequate professional supervision is arranged and attended by counsellors, including volunteers.
- Ensure all counsellors meet their allocated CPD hours per year.
- To screen all referrals including self-referrals and professional referrals and assess risk using the Mental Health Triage scale.
- To work closely with practitioners and informing them of when a client is due to exit and if additional support is required.
- To ensure agreed service standards are upheld and monitored using internal evaluations, user feedback, audits etc.

**2. Effective Collaboration with External Agencies and Organisations**

- Establish effective relationships with key referrers including the Primary Care Networks and Secondary Care Services in your locality, facilitating meaningful two-way dialogue with key stakeholders.
- To work closely with other staff within S&G Mind, including communicating any updates/concerns to practitioners involved with the person as well as internal MDT meetings.
- To attend meetings in relation to service areas, ensuring the services are using the Mental Health Triage Scale effectively and appropriately.
- To build strong relationships with primary and secondary services in relation to smooth referral pathways and transitions for people.
- To extend external meetings/steering groups in relation to self-harm and suicide prevention.
- To build relationships with local colleagues and other training providers for future counselling placements.

**3. Team Leadership**

- Co- lead and develop your team in partnership with the Service Manager and Senior Leadership Team in delivering recovery-focused, high quality, safe and person-centred care, delivering great outcomes for people using services.

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### Deputy Service Manager – Counselling Service

- Provide leadership to the operations of the team, monitoring workload, ensuring staff follow policies and procedures.
- Offer management support and supervision including Personal Development Reviews.
- To be involved with recruitment of new staff including participating on the interview panel and leading induction
- Ensure all counsellors are supported and developed through a job coaching, individual supervision, group supervision, and appraisals, identifying and promptly addressing learning and development needs.
- Ensure consistency, ethical practice and adherence to BACP (or other professional associations) and recommendations for the whole team.
- Monitor staff compliance with S&G Mind policies and procedures.
- Support staff and facilitate regular team meetings.
- Support with delivering debrief meetings and Swindon team meetings where required.
- To be involved with recruitment of new staff including participating on the interview panel and leading induction
- To investigate any incidents reported by staff or people accessing services and follow up the recorded outcomes following S&G Mind policies and procedures.
- To explore complaints made to the Self Harmony Counselling contract and Access counselling contract and follow the relevant procedures and policies
- To undertake investigations in line with relevant policies e.g. complaints policy, HR investigation.
- To ensure all counsellors are assessing risk and that risk is managed appropriately in line with the person's needs and policies/procedure of the service.
- Take part in the on-call support rota when required for services across Swindon & Gloucestershire Mind.

#### 4. KPI's and Data Excellence

- To monitor and prepare stats and requested outcomes as needed.
- To maintain and manage own client record systems.
- To monitor data including number of sessions provided within the service and time of access.
- To utilise S&G Mind systems to capture, track and monitor performance.
- To manage and monitor the waiting lists, assessments and referral timescales, meeting targets set by the Swindon manager.
- Produce regular outcome reports demonstrating the effectiveness of the service and highlighting gaps in provision.
- To produce reports in relation to KPI's and actively look at ways to develop and improve the service.
- To review and monitor authorisation of any extension of sessions, exploring reasons and outcomes for additional sessions
- The role will also include supporting other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed.

#### General Responsibilities

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The following are applicable to all employees and posts:

**1. Guardian of Confidentiality:**

Safeguard the privacy and trust of individuals by maintaining meticulous, accurate records and adhering to data protection procedures.

**2. Collaborative Data Excellence:**

Work harmoniously with colleagues to ensure that our internal systems run smoothly, from record-keeping to GDPR compliance, enabling us to operate seamlessly and securely.

**3. Data Mastery and Reporting:**

Fulfil general administrative duties, skilfully collecting, monitoring, and reporting data outcomes. Ensure our ICT systems and data recording practices align with the organisation's policies and procedures.

**4. Safe and Sound:**

Ensure strict compliance with legal and health and safety regulations, guaranteeing the well-being of training delegates and the people we serve, in accordance with our health and safety policy.

**5. Championing Our Cause:**

Establish connections with relevant statutory and third-sector organisations, extending our reach and promoting our training services. Be a vital link in building relationships and expanding our training service offering.

**6. Be the Voice of Policy and Procedure:**

Stay up to date with legislation, national and local policies, and ensure that your work aligns with the organisation's policies and procedures, current legislation, and quality standards.

**7. Lifelong Learning and Positive Culture:**

Contribute to a team that thrives on positivity, dynamism, and a can-do attitude, making our organisation a remarkable place to grow and contribute.

**8. Effective Communication and Awareness:**

Attend and actively participate in regular team meetings, ensuring that our collective communication is strong, and awareness of our progress and development is maintained.

**9. Continuous Professional Growth:**

Be proactive in your professional development. Attend and engage in staff meetings, supervision, appraisal sessions, and training opportunities as agreed upon with your line manager.

**10. Collaborative Leadership:**

Work closely with the Management and Senior Leadership Team (SLT) to steer our organisation toward success.

**11. Advocate for Wellbeing:**

Promote the 5 Ways to Wellbeing Model as an integral part of our support offer, contributing to the holistic well-being of those we serve.

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#### 12. Expert Risk Assessment:

Utilise the UK Mental Health Triage Scale (UK MHTS) for thorough risk assessments, ensuring that we provide the best support and care to individuals in need.

Join our team and become an essential part of our mission, contributing to the well-being of our community while enjoying a supportive, dynamic, and growth-focused environment. Your work will make a tangible difference in the lives of those we serve.

#### Person Specification

Our duty to quality means we need a workforce that have the mandatory skills, knowledge, and attitudes, in which we can continuously adapt to improve service delivery to meet the challenges and changes faced.

*\*Essential (E) or Desirable (D)*

#### 1. Passionate Service Advocate

- We are seeking individuals who are passionate about delivering quality services and are dedicated to continuously adapting to meet the evolving challenges and changes in the field (E).

#### 2. Valuable Experience:

- Relevant experience of working within mental health (E)
- Experience of leading and managing a team with a flexible and responsive management style (E)
- Experience of supporting people who are experiencing a crisis, and experience in leading a team to de-escalate heightened situations and crisis planning (D)
- Experience of providing counselling to people experiencing mental health problems. (E)
- Experience of delivering counselling within the NHS and/or third sector. (D)

#### 3. Skills and Abilities:

- Excellent communications skills and the ability to develop relationships with professionals, stakeholders and people engaging with the service. (E)
- Ability and willingness to reflect on work practice and be open to feedback. (E)
- Experience of collecting and recording data, and presenting information to a range of audiences (E)
- Proficiency in IT skills, including Microsoft Office and electronic record keeping systems (E).

#### 4. Knowledge:

- Knowledge of safeguarding and protection of vulnerable adults (E).
- Knowledge of mental health services in Swindon (D).
- Knowledge of various interventions used to support recovery (E).
- Understanding of General Data Protection Regulations (GDPR) and confidentiality (E).

#### 5. Education/Qualifications:

- GCSE/O Levels (grades 9-4/A\*-C) in Maths and English (or equivalent numeracy and literacy) (E).
- Counselling or psychotherapy qualification (E)

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- BACP accredited and professional accreditation (D)

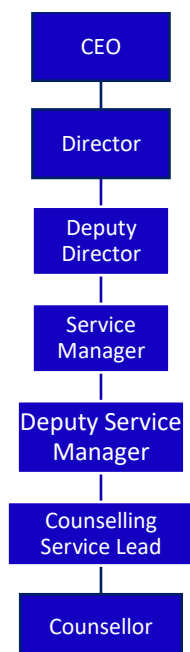
#### 6. Positive Attitudes:

- A commitment to working within a framework that recognises the diversity of people and encourages equality and opportunity for all (E).
- A commitment to the participation of people accessing our services in decision-making processes in the design and delivery of the services they access (E).
- Willingness to assist in various areas of work and undertake additional duties as needed to contribute to Swindon & Gloucestershire Mind's mission (E).

#### 7. General:

- Ability to travel to venues across Swindon and Gloucestershire (E).
- A flexible approach to work (E).

## Organisational Chart



## Organisational Values

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Swindon and Gloucestershire Mind have a set of values, vision, and mission all of which feeds into the organisation's behavioural framework.

#### **Our Values:**

Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.

#### **Our Vision:**

Creating services where people are recognised, valued, and supported.

#### **Our Mission:**

Provide advice and support to empower anyone experiencing a mental health problem.

We are seeking someone who will lead by example, demonstrating the organisation's behavioural framework:

- Trust and Respect
- Communication
- Responsibility
- Collaboration
- Excellence
- Leadership

## Training and Support

### **1. Investing in Your Future:**

We believe that your growth is our growth. Our commitment to training and development is an essential investment in your future and our organisation's success. Well-planned and expertly delivered training enhances efficiency and effectiveness, benefiting both you and the services we provide.

### **2. Generous Annual Leave:**

Enjoy a healthy work-life balance with 25 days of annual leave, plus an additional 8 days of bank holiday entitlement (pro rata for part-time staff). Your time to rest and recharge is important to us.

### **3. Embracing Flexibility:**

We understand that one size doesn't fit all. We offer flexible working arrangements, which may involve a mix of office-based, community outreach, remote work, and adjustable shifts as needed. Your preferences matter.

### **4. Personalised Support and Growth:**

Benefit from personalised group and individual supervision, including regular debrief meetings with your line manager. Our flexible approach ensures you have the support you need to thrive in your role, with online or alternating venue options between Swindon and Gloucestershire.

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#### **5. Comprehensive Induction:**

You'll receive a comprehensive induction tailored to your job role and working environment. This includes a specific training program that aligns with your role and service area, ensuring a smooth and informed transition into your new position.

#### **6. Lifelong Learning and Accreditation:**

We're dedicated to your professional development. You'll have access to ongoing learning opportunities, including accredited Continuous Professional Development (CPD) training and recognised mental health courses. Your skills will continue to grow throughout your career with us.

#### **7. Secure Your Future:**

Plan for a secure future with our portable pension scheme provided by Aviva. We're committed to helping you build financial stability and peace of mind.

#### **8. Make a Meaningful Impact:**

Join us and make a real difference in your local community. Collaborate closely with our external partners to shape our organisation, contribute to our policies, strategies, and future development. Your work will directly impact those who are struggling with their mental health and well-being.

At S&G Mind, training and development are more than just words. They're a commitment to your growth, well-being, and the opportunity to contribute meaningfully to our community. Join us and be part of a team that cares about your success as much as its own.

### Further Information

These duties are intended to be a guide to the post\* and should not be considered exhaustive. The role is subject to review, depending on the needs of Swindon and Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

*\*Hours may change depending on the need i.e., covering absence, annual leave and sickness and will be reviewed regularly during supervision.*

### Conditions of Employment

New employees will be subject to a six-month probationary period and will be subject to an enhanced Disclosure and Barring Service (DBS) check and references.

To apply, please check our website: <https://www.sgmind.org.uk/vacancies/> For any enquiries or questions, please email: [recruitment@sgmind.org.uk](mailto:recruitment@sgmind.org.uk)