

Release Counselling Co-ordinator

Job Description

Responsible to:	Counselling Lead
Responsible for:	Volunteer Counsellors
Hours of Work:	28 hours per week over 4 or 5 days
Work Location:	Hounslow Young People's Project, and the other hostels associated with this geographical area. May be required to travel at any YMCA St Paul's Group locations.

Job Purpose

Responsible for the day to day operational delivery Release Counselling and Support Services including the therapeutic services to YMCA housing residents, within a defined geographical area. The Hounslow sites are Ofsted registered and offer housing to residents aged 16 upwards. Liaising with staff at the YMCA SPG hostels, to enable them to support residents' wellbeing, and ensuring a holistic and multi-disciplinary approach. Undertaking clinical assessments for potential clients. To work with the Counselling Lead to grow the range of services offered including onboarding Volunteer Counsellors. The Counselling Coordinator will provide line management supervision for the Volunteer Counsellors and to liaise with the Clinical Supervisors on a regular basis. To carry a clinical caseload. To ensure the systems and functions for Release Counselling operate professionally, ethically and within the aims and ethos of the YMCA St Paul's Group and the BACP Ethical Framework. Excellent communication skills are required to be able to communicate with a wide range of stakeholders, both externally and internally. To develop, embed and ensure that the services offered are professional, held in high regard and fully integrated.

Organisation Context

YMCA St Paul's Group (SPG) emerged from the coming together of four separate Associations over an 18-month period. The group is largest YMCA in Europe and one of the largest providers of supported housing in London and beyond providing a safe place to stay for over 1,200 residents each night. As well as accommodation, education and training, the Association is focused on the transformation of communities through its 6+ Health and Wellbeing Centres, including an outdoor swimming pool and a wide range of Children, Youth and Family programmes including nurseries, after school clubs and soft play centres. Through the merger and accompanying new investment we expect the range, reach and impact of our services to grow so that we can better realise our vision.

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Key responsibilities:

- Proactively engage with staff to promote the tiered therapeutic services available to residents
- To deliver clinical services including one to one counselling sessions, wellbeing sessions, group work and Single Session Therapy with residents
- To work creatively with the residents to ensure a variety of therapeutic ways to engage with residents
- To undertake clinical assessments for all potential clients
- To provide line management supervision for the Volunteer Counsellors
- To allocate clients to counsellors taking into account Volunteer Counsellors level of clinical experience
- To support the Counselling Lead in the recruitment of Volunteer Counsellors
- To be the point of contact for Release Clinical Supervisors for matters pertaining to Volunteer Counsellors based on the Hounslow sites, including risk and safeguarding concerns
- To process referrals and to manage the referral process from start to finish; making assessment appointments, dealing with cancellations, liaising with individuals, parents /carers and counsellors, ensuring appropriate communication with the Counselling Lead, Volunteer Counsellors, support services and where appropriate signposting to other services.
- Liaising with other statutory and voluntary agencies to promote multi agency working and to promote the work of the YMCA
- To have a good understanding of outcome measures, in particular CORE 10 – in its application and interpreting the data
- Ensure the databases for the service are accurate and up to date at all times
- To research and prepare papers for commissioned services and any other necessary reporting documentation.
- To ensure the data for KPIs is being inputted correctly
- To prepare the statistics for KPIs
- To develop and support the marketing of Release Counselling
- To liaise with outside organisations, schools, voluntary sector, local authority and counselling organisations as and when required
- To ensure that administration support is in place for all volunteers; ensure all data and the contacts database is kept up to date i.e. information, personnel, staff training, appraisal and spreadsheets, making sure that GDPR guidelines are adhered to and online diaries are kept accurately
- To be aware of, and work within the Ofsted framework

Other responsibilities:

- To promote the service in the local area and the different satellite sites, with a range of stakeholders and talking to YMCA residents and other partners.
- To carry out any other tasks as directed by the Counselling Lead

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- Induction of new team members
- To participate in appropriate staff development, training and supervision
- To support the Counselling Lead in the development of a CPD programme for internal and external counsellors and therapists
- To deputise for the Counselling Lead in their absence
- To work in accordance with YMCA SPG and Release Counselling's policies and procedures.

Key Competencies

Communication Skills

- Excellent verbal and written skills for producing guidance documents, promotional materials, policies and information and liaising with clients and other professionals.

Team working and Co-operation

- Flexibility and enthusiasm to work with others in achieving team goals and objectives and responsive to new challenges.

Planning and Organising Activities

- Prioritisation and organisational skills to achieve your team's tasks and activities.

Analytical Thinking and Problem Solving

- Ability to follow standard procedures, to develop new systems and bring fresh ideas to analyse and gather information, to apply methods of investigation, and to collect data from different sources.

Interpersonal and Relationship Building

- Ability to create effective and supportive working relationships both internally and externally.

Customer Focus

- Ability to respond empathically to feedback from clients and service users and to make changes to improve services.

Integrity and Ethical Behaviour

- Understand the Christian aims and purposes of the YMCA: the values of the organisation, our commitment to equality and diversity, the nature of its activities

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and programmes, commitment to improving the lives of adults, young people, children and families. Understand the aims and purposes of Release counselling.

Release YMCA Counselling Co-ordinator

Person Specification/Key Competencies

KNOWLEDGE	
Essential	Desirable
Qualified Counsellor or Therapist with at least 2 years post qualifying experience	Experience of working within a multi-disciplinary environment
Experience of providing clinical services and support with young people aged 16 - 25	A compassionate understanding of the issues affecting those who are at risk of or have experienced homelessness
Experience of working creatively	Experience of supporting staff to support residents through informal discussions, 1:1 meetings and group sessions such as reflective practice
The ability to understand and use more than one theoretical approach	Accredited with a professional counselling body (such as BACP or UKCP) or working towards this
Experience of using translation services where English is not a residents first language	Supervision qualification
Ability to work with and appropriately support qualified counsellors and counsellors in training	Knowledge of the Ofsted framework
Experience of delivering counselling sessions remotely and face to face	
An understanding of a trauma informed practice	
Experience of undertaking counselling assessments	
Experience of working within health or housing environments	
Good working knowledge and understanding of relevant IT packages, i.e. Microsoft Office Suite	
APTITUDES AND SKILLS	
Essential	Desirable
Able to communicate clearly and effectively and in a polite and professional manner with all clients, counsellors, outside agencies, managers and other staff. Understanding of the need for confidentiality whilst holding appropriate boundaries.	Previous experience of working with vulnerable adults or young people

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Good IT, literacy & numerical skills to include: inputting /updating information, maintaining online diaries, producing correspondence, presenting reports analytically.	Knowledge of GDPR procedures and processes.
To be self motivated and able to work with a high degree of autonomy as well as part of a team	Excellent planning and organisational skills in a proven workplace.
Good planning and organisational skills in order to manage a busy and varied workload producing an accurate work with good attention to detail within timescales.	A 'can do' attitude particularly in relation to implementing new services
Able to travel to different YMCA sites.	
Able to work effectively in an Equal Opportunities & Diversity environment	
Able to respect the Christian ethos of the YMCA and uphold its values	

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Terms and Conditions of Employment

Salary

£33,198 FTE

£26,511 actual

Hours of Work

28 hours a week. This role is an in person role and the postholder is expected to be on site each day. A request for hybrid working for 1 day a week can be made following the successful completion of the probationary period.

Annual Leave

Commencing at 25 days per annum plus public holidays (for five day per week workers; otherwise pro-rata)

Conditions of Appointment

Subject to satisfactory references, medical clearance, Disclosure & Barring Service check and verification of ability to work in the United Kingdom. Also required to wear a staff badge, and where appropriate, supplied uniform.

Probation Period

Six months.

Continuity of Service

For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

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Notice Period

One week during the probation period and then a minimum of one calendar month.

Pension

Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

Other Benefits

Free use of the health and fitness facilities; a staff discount in restaurants.

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