

Job Description

COUNSELLING SERVICE MANAGER (FIXED TERM)

Directorate of Student Experience and Teaching
Excellence



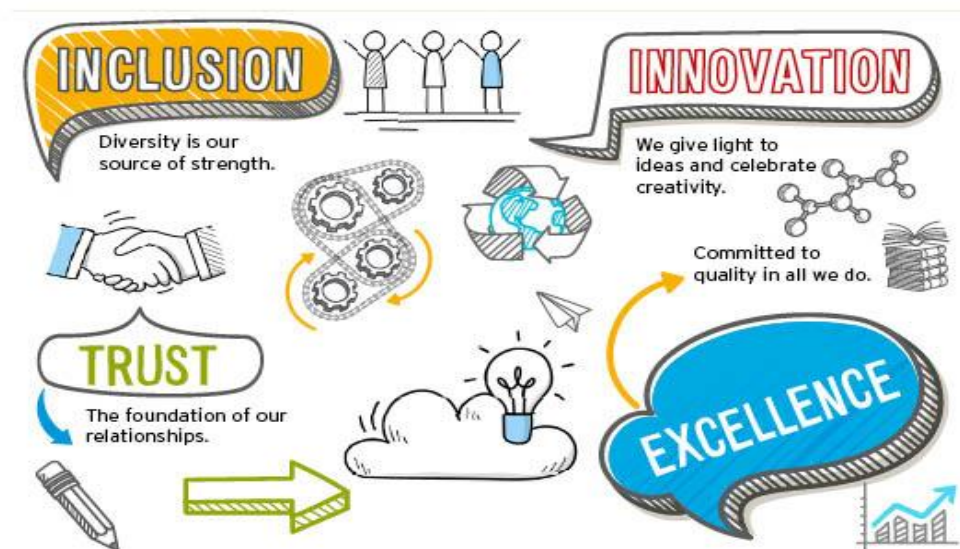
Brief summary of the role

Role title: Counselling Service Manager (Fixed Term 12 months)	
Grade:	9
Faculty or Directorate:	Student Experience & Teaching Excellence
Service or Department:	Counselling Service, Student Support & Careers Dept
Location:	City Campus
Reports to:	Head of Wellbeing
Responsible for:	Counsellors, Sessional Counsellors, Associate Counsellors, Trainee Counsellors and Client Liaison Administrator
Work pattern:	Tues – Fri 8.30 – 4.30

About the University of Bradford

Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



Equality, Diversity, and Inclusion (EDI)

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

Role holder: essential and desirable attributes

Qualifications

Essential	• A first degree (or equivalent qualification) • PG qualification in Counselling/Psychotherapy (or equivalent) • Supervision qualification • BACP / UKCP accreditation (or equivalent)
Desirable	• Management qualification • Groupwork / training qualification

Experience, skills, and knowledge

Essential	• Substantial post-qualification experience, working with a wide range of mental health presentations, including the management of complex mental health difficulties and clinical risk. • Understanding and knowledge of a variety of psychotherapeutic theories and approaches and experience and commitment to working within a brief model.
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- Experience working therapeutically in an organisation or service post qualification.
- Experience leading a team and supporting and developing less experienced colleagues in a therapeutic context.
- Experience providing clinical supervision.
- Experience managing aspects of counselling service operations including effective resource allocation, prioritization and problem solving at times of high demand/pressure on services.
- Extensive experience in working with a diverse client base and ongoing commitment to equality, diversity and inclusion.
- Thorough appreciation of issues pertinent to the HE context.
- Experience of developing and delivering psycho educational workshops / courses / training events to groups.
- Experience and thorough working knowledge of relevant codes of practice and legislation (eg, Safeguarding, GDPR, Equality Act etc) and ability to interpret these for colleagues and clients.
- Experience in preparing, analysing and presenting statistical reports. Sound IT skills and facility for learning quickly and adapting to new IT systems as they evolve.
- Experience working with a range of external specialist services.
- Exceptional communication and interpersonal skills.

	• Self-motivated, resilient and able to lead and motivate others • Ability to remain objective and consistently deliver management support and/or direct interventions based on thorough assessment of need and risk in situations of considerable pressure. • Ability to think strategically and creatively • Ability to hold boundaries and deal professionally with conduct issues.
Desirable	• Experience of managing a service supporting clients with mental health or emotional wellbeing • Specialized knowledge in the areas of CBT, EMDR for example

Main purpose of the role

- Providing operational management and leadership of the Counselling Service including managing a team of counsellors, sessional and associate counsellors and counsellors in training.
- Sustaining a one-to-one clinical counselling caseload and providing clinical supervision.

Main duties and responsibilities

1. To manage staff within the University of Bradford Counselling Service supporting the implementation and development of the service, building morale and encouraging collaborative working, setting challenging objectives and projects in line with University strategies, and managing performance to ensure individuals meet their goals.
2. To take a lead on service management and development ensuring a range of activities in collaboration with the Mental Health Service Manager, including, but not limited to, one-to-one support, group work, online sessions and materials and a self-help focused wellbeing area on Canvas.
3. To take overall clinical responsibility for the service and be the named clinical lead with BACP, responsible for annual reporting and evidence submission, as required to maintain service accreditation and ethical governance.
4. Working with the Mental Health Service Manager to contribute to and lead on the development of policies, procedures and protocols for supporting students with mental health or emotional needs, including for students at risk and those in mental health crisis, based on best practice for the sector.
5. To monitor and review the service, ensuring appropriate resources are available to meet service standards and ensuring the staff and other resources are planned effectively to reflect variations in the service demand cycle and sector developments.

6. To take the lead on the development and delivery of a programme of psycho educational workshops for students and training for academic and support staff that will enhance their skills in supporting students in difficulty.
7. To establish and maintain robust referral mechanisms across the University, working with other colleagues and teams to ensure students receive seamless provision of the most appropriate support.
8. To make links with external professional organisations; GPs, University networks, third sector charities for example to ensure excellent service provision for the students and staff of the University.
9. To be an ambassador for the Service, sitting on university working groups, contributing to induction talks, open days, freshers' fair and any other appropriate networking opportunities
10. To provide and manage a personal caseload of a number of clinical contact hours a week, depending on service demand.
11. To undertake regular training and continuing professional development in order to keep abreast of changes and developments in the field of counselling, and to ensure compliance with professional competency frameworks and best practice.
12. To attend regular external clinical supervision in line with BACP and service requirements.
13. To ensure the Service keeps thorough, accurate and up to date records of support case notes to ensure compliance with professional standards and GDPR.
14. As a university citizen supporting key student events throughout the year such as Open days, clearing, enrolment, and Graduation. (Essential for all roles)