**MindOut**

**Lesbian, Gay, Bisexual, Trans and Queer Mental Health Service**

**Job Description**

**Job Title** Counselling Service Coordinator

**Responsible to:** Chief Executive Officer (CEO)

Salary: £30,900 FTE pro rata 14hrs £12,360

Hours: up to 14hrs weekly

Base: Brighton. Flexible working from home with occasional office days

**Summary of Duties**

To recruit, train and support volunteer counsellor team, to manage the assessment and allocation of referrals, to promote and publicise the service, to manage a client waiting list, to ensure smooth running of the service and adherence to quality standards.

**Main tasks, Project related**

to recruit, support, induct, coordinate and manage volunteer counsellors including giving client/clinical advice and support as required

to line manage the Counselling Assistant and oversee their work, including:

to oversee processing of client applications (including assessment and matching), taking into account counsellor’s caseload, experience and competence and practicalities such as availability and client requests

to plan, coordinate and provide training for volunteer counsellors as needed

to coordinate clinical supervision for volunteer counsellors, recruit and liaise with clinical supervisors

to liaise with counselling training institutions including providing information on behalf of student counsellors as required

to chair and potentially to minute\* (in absence of the Counselling Assistant) the monthly counselling team meetings, currently first Tues of the month from 7pm

to develop existing counselling service policies and procedures in line with the BACP’s Ethical Framework

to ensure the counselling service adheres to MindOut’s internal policies and procedures

to support and initiate service user participation within all aspects of the organisation

to publicise and promote the counselling service

to work with the Senior Management Team to develop the counselling service

to provide monthly monitoring reports, waiting list updates and to develop evaluation tools for the service

to support delivery of other MindOut activities or services when required in line with the charity’s objectives

**General Responsibilities**

to attend as appropriate meetings with the CEO, staff team and Trustee Board etc.

to carry out other such tasks as appropriate in negotiation with the CEO/line manager, which may be reasonably expected.

carry out all responsibilities with regard to MindOut’s Equality, Diversity and Anti-discrimination Policy and all other policies.

to participate in relevant training and self-development.

This job description will be reviewed periodically with the post-holder to take account of changing demands.

**PERSON SPECIFICATION**

See below the experience, skills, knowledge and competencies required to carry out the tasks described within the job description. Please ensure that you use examples to demonstrate how you meet each individual criterion on your application form. Criteria marked ‘A’ will be used to shortlist candidates and criteria marked ‘I’ will be assessed during the interview stage. Criteria marked E are Essential to the role, D are desirable for the role.

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|  | **Education and Training** | **Assessment**  **Process** | **Essential or**  **Desirable** |
| 1 | Counselling qualification to diploma level | A&I | E |
|  | **Experience** |  |  |
| 2 | Experience and an understanding of mental health issues. Personal experience will be viewed positively | A&I | E |
| 3 | Personal understanding and experience of lesbian, gay, bisexual, trans and queer identities | A&I | E |
| 4 | Experience of working within voluntary sector counselling services | A&I | D |
| 5 | Experience of delivering online counselling / similar services | A&I | E |
| 6 | Experience of recruiting, managing and training volunteers | A&I | E |
| 7 | Experience of the assessment of clients for counselling and the issues to cover with a client in the first assessment session | A&I | E |
| 8 | Sufficient experience as a practicing counsellor to hold a senior role, able to support less experienced counsellors | A&I | E |
| 9 | Experience of considering ethical dilemmas and supporting other counsellors in their clinical practice or with ethical dilemmas | A&I | E |
| 10 | Experience of writing and reviewing policies, procedures and reports | A&I | E |
| 11 | Experience of and commitment to working within the BACP’s Framework for Good Practice | A&I | E |
| 12 | Experience of an affirmative approach to LGBTQ mental health issues | A&I | E |
| 13 | Experience of service user participation | A&I | E |
| 14 | Experience or understanding of managing staff or volunteers, and developing a service. | A & I | E |
|  | **Skills and Abilities** |  |  |
| 15 | Ability to prioritise and organise own work and can use own initiative | A&I | E |
| 16 | Ability to engage with vulnerable adults and people in distress | A&I | E |
| 17 | Ability to establish and maintain positive professional boundaries | A&I | E |
| 18 | Written and oral communication is concise and accurate | A&I | E |
| 19 | Personal qualities including empathy, integrity, humility and able to self reflect | A&I | E |
| 20 | Ability to work flexibly as part of a team, supportive and able to understand impact of role on others | A&I | E |
| 21 | Prepared to work flexibly including occasional evenings | A | E |
| 22 | Strong communication and interpersonal skills and the ability to develop and maintain relationships with a wide range of colleagues and organisations | A&I | E |
|  | Excellent organisational skills, including IT, in order to manage complex client data | A&I | E |
| 23 | **Knowledge** |  |  |
| 24 | Understanding of the need for and methods for monitoring and evaluating the effectiveness of project delivery | A&I | E |
| 25 | Understanding of and demonstrable commitment to equal opportunities and understanding of diversity within LGBTQ communities | A&I | E |

Recruitment information

**Who we are**

MindOut is run by and for LGBTQ people with experience of mental health issues. Our services are impartial, independent, non-judgmental and confidential. Service user participation is key in all aspects of planning, delivery and governance of the organisation and its services.

Our Vision is a world where the mental health of LGBTQ communities is a priority, free from stigma, respected and recognised.

Our Mission is to improve the wellbeing of LGBTQ people who experience mental health issues, reduce mental health stigma, and promote positive mental health amongst LGBTQ communities.

Our aims are to:

improve mental wellbeing for LGBTQ people

reduce social isolation in LGBTQ communities

reduce suicidal distress in LGBTQ communities

reduce stigma associated with mental health

improve mental health services for LGBTQ people

Our values and principles are:

MindOut is run by and for LGBTQ people with lived experience of mental health issues

wellbeing includes all aspects of mental, physical and emotional health, across the whole range of mental health issues.

LGBTQ mental health is a collective concern for LGBTQ communities

we work to promote equality and the diversity of our communities and the principle of accessible and safe spaces for people to meet and support each other in an inclusive way

our work is informed by lived experience of service users, volunteers and staff; this applies to research, development, design, promotion and delivery

service users are engaged at all levels of the organisation and supported to volunteer, apply for paid work and become Trustees

we work to continuously improve all we do

we invest in our workforce

Our services include:

advice and information

mental health advocacy, including urgent need advocacy

trans specific advocacy

peer support group work

peer mentoring and befriending

a low cost counselling service

online support

wellbeing courses and workshops

suicide prevention initiatives, including Out of the Blue peer support group

social groups and outings

LGBTQ affirmative practice training and trans awareness training

**Our History**

MindOut is 21 years old. For the first 12 years, MindOut was a project within Mind in Brighton and Hove. From 1st April 2011 MindOut became an independent organisation, a charity and a company limited by guarantee.

**Staff Team**

The MindOut staff team currently consists of the Chief Executive, Service Manager for Advocacy & Wellbeing, Counselling Service Manager, Office Admin & Office Asst. Two Advocacy Workers and Two Project Workers, Training Service staff under recruitment.

***NB.* This organisational structure (including line management of the Counselling service) is subject to review and development. The Counselling Service Manager is currently responsible for line managing one Counsellor which is subject to change as the service develops.**

**Volunteer Teams**

Currently MindOut has approx. 30 volunteers working on the Counselling, Peer Mentoring, telephone befriending, online and group work services.

**Board of Trustees**

MindOut’s Executive Committee has 7 Trustees.

We have working committees with Trustees & Staff to take forward specific projects and work.