

## **JOB DESCRIPTION**

**ISSUE DATE:** Feb 2023

**JOB TITLE:** Lead Therapist

**PAY** SCP 30 - £35,411

**HOURS:** 34-hours worked Monday to Sunday

**RESPONSIBLE TO:** Chief Executive Officer and Operations Manager and Contract Lead

**SUPERVISED BY:** Counselling Co-ordinator

**ACCOUNTABLE TO:** Chief Executive Officer and Board of Trustees

**WORKING RELATIONSHIPS:** Board of Trustees, CEO, Operations Manager and Contract Lead, Clinical Policy Officer, Counselling Co-ordinator, SVA Hub Team, Therapy Team, ISVAs, Volunteer Counsellors & Helpline Workers, Paediatric SARC staff

**MAIN PURPOSE:** To supervise the therapy team, provide face to face counselling and participate in the development and provision of the SVA Hub and Therapy Service.

<b>Major Tasks:</b>	<b>Role:</b>
<b>1. Job Purpose</b>	<ul style="list-style-type: none"><li>• To establish and model good practice in the counselling of survivors of sexual violence (age 16+)</li><li>• To ensure that the counselling provided is delivered to a high standard, in accordance with BACP's Ethical Framework for Good Practice and under appropriate clinical supervision</li><li>• To undertake Hub and Clinical Assessments</li><li>• To recruit and supervise volunteer counsellors in training in their work</li><li>• To assist the Counselling Co-ordinator in the day to day running of the Hub and Therapy services operation</li><li>• To contribute to the ongoing development, monitoring and evaluation of the Hub and Therapy services, including accurate updating of database systems</li><li>• To develop, network and maintain links with appropriate organisations both locally and nationally</li><li>• To work within the framework of the Centre's Equal Opportunities Policy</li><li>• To produce accurate performance reports</li><li>• To undertake all other duties as reasonably requested by the Operations Manger and Contract Lead, Counselling Co-ordinator and Chief Executive Officer</li></ul>
<b>2. Counselling Service</b>	<ul style="list-style-type: none"><li>• To deliver a high quality counselling service to survivors of sexual violence (aged 16+) which is safe, ethical and effective and supports key outcomes</li><li>• Managing a small caseload of clients and providing both time limited and</li></ul>

	<p>longer term sessions as required</p> <ul style="list-style-type: none"> <li>• To undertake hub and clinical assessments and identify and action needs/risks and safeguarding matters appropriately and in a timely manner</li> <li>• To formulate, plan and monitor effective support plans with clients</li> <li>• To recruit and supervise volunteer counsellors and provide monthly case management supervision</li> <li>• To assist in the running of the hub and therapy service and oversee the running of the service in the absence of the Counselling Co-ordinator</li> <li>• To monitor and quality assess the inputting of data into the DPMS database by the hub and therapy team</li> <li>• To ensure all safeguarding matters are responded to in a timely and appropriate manner with appropriate recording of the same</li> <li>• To deal with general client enquiries and queries from clients on the waiting list; including making interim calls to those clients on the waiting list</li> <li>• To ensure the accurate closure of all client files and collate/produce monthly and quarterly exist statistics and performance reports accordingly</li> <li>• To ensure adequate staff cover at all times for the purpose of service continuity and to manage lone working situations if they arise</li> <li>• Liaise effectively with key personnel and colleagues to ensure the safe and productive day to day running of the counselling service</li> <li>• To develop effective relationships with a range of external organisations and agencies</li> <li>• To undertake all associated tasks as requested by the Counselling Co-ordinator and Operations Manager and Contract Lead in a timely manner and in accordance with organisational policies and procedures at all times</li> <li>• To attend all internal and external meetings as required</li> <li>• To adhere all organisational policies at all times and work in accordance with line management instructions</li> <li>• Ensure service delivery is consistent and reliable</li> <li>• To monitor and evaluate client satisfaction with the service provided; assist in the production of statistical information monthly, quarterly and annually</li> <li>• To keep accurate and confidential records of all client contacts in line with Notts SVS Services' relevant Policies and GDPR legislation</li> </ul>
<p><b>3. Education and Outreach</b></p>	<ul style="list-style-type: none"> <li>• To assist the training of new volunteers and counsellors</li> <li>• To deliver external and internal training if required</li> <li>• To assist in the organising and facilitation of Service User Forum Groups if required</li> <li>• To promote education and discussion about sexual violence and its effects and from time to time assist with any campaigns/events as required</li> <li>• To liaise with other local and national organisations as appropriate</li> </ul>
<p><b>4. General</b></p>	<ul style="list-style-type: none"> <li>• To work flexibly providing management cover when required either on-site or on-call</li> <li>• To liaise closely with the Counselling Co-ordinator and Operations Manager and Contract Lead regarding Policy decisions within Notts SVSS and to keep the Counselling Co-ordinator informed of activities within Notts SVSS</li> <li>• To deal with general enquiries and calls (including drop ins) to Notts SVSS</li> <li>• To maintain high standards of customer care in context with Notts SVS Services' Policies and Guidelines in order to uphold the Equal Opportunities Policy, Codes of Conduct, Customer Care Policy, Health and Safety standards and to participate in relevant training activities necessary to their</li> </ul>

	post <ul style="list-style-type: none"> <li>• To attend external training events/seminars/workshops by way of commitment to ongoing professional development</li> </ul>
<b>5. Personal Management</b>	<ul style="list-style-type: none"> <li>• To be fully aware of and work in accordance with all of Notts SVS Services' Policies and Procedures</li> <li>• To ensure the accurate reporting and recording of accidents and incidents as required by Notts SVS Services</li> <li>• To participate in the appraisal and supervision process necessary within your role</li> <li>• To attend in-house training as required</li> <li>• To work effectively and respectfully as part of the team</li> <li>• To undertake personal responsibility under the Health and Safety at Work Act 1974</li> <li>• Maintain a healthy work/life balance, taking responsibility for scheduling time off and managing own workload and time pressures (see Self-Care Policy)</li> </ul>

**This job description is a broad outline only, allowing scope for initiative in improving services and general operation of Notts SVS Services. This JD will be reviewed on a regular basis.**

### **Health & Safety**

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

### **Equality & Diversity**

It is the responsibility of all employees to support the Notts SVS Services' vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Notts SVS Services' Equal Opportunities Policy.

### **Sex Discrimination Act (Sections 7(2)b and 7(2)e**

As the post predominately involves the management of female young people who have been sexually assaulted it is a genuine occupational qualification under the Sex Discrimination Act, sections 7(2) b and 7(2) e that the post holder may only be female.

### **Data Protection Act 1998**

Under provision of the Act, it is the responsibility of each member of staff to ensure that all data, whether computerized or manual, is kept secure at all times. This includes data relating to clients and other members of staff. Data must not be disclosed to any unauthorized person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal.

## **Confidentiality**

The jobholder will be in possession of personal details of staff and clients and other confidential information. This must not be discussed or divulged to any unauthorized person. Any such instance would result in dismissal.

## **Rehabilitation of Offenders Act 1974**

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within Notts SVS Services but must be declared in writing at the appropriate stage during the recruitment process.

All of the above activities are governed by the operational policies, policies and procedures and standards of Notts SVS Services as well as legislation and professional standards and guidelines.

As a term of your employment with Notts SVS Services, you may be required to undertake such other duties commensurate with your grade and/or hours of work at your initial place of work or at any of the Notts SVS Services' establishments, as may reasonably be required of you.

NOTE: This is a description of the job as it is presently constituted. It is the practice of Notts SVS Services to regularly examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by the CEO and the Board of Trustees. You will, therefore, be expected to participate fully in such discussions and, in connection with them, to assist in the re-writing of your job description to bring it up to date if this is considered necessary or desirable. It is Notts SVS Services' aim to reach agreement on reasonable changes, but if agreement is not possible Notts SVS Services reserves the right to insist on changes to your job description after consultation with you.

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