

# SARSAS

*Listen.  
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## **Counselling Manager**

### **Job Description**

<b>Salary:</b>	£39,270 per annum (Full time salary)
<b>Hours:</b>	37 hours per week (some evening and weekend work may be required)
<b>Location:</b>	Bristol (with some travel across Avon and Somerset)
<b>Contract:</b>	Permanent
<b>Responsible to:</b>	Head of Services
<b>Pension:</b>	5% employer pension contribution
<b>Annual leave:</b>	27 days plus bank holidays per year (full time equivalent)

This post is subject to an Enhanced DBS check.

### **Equal opportunities statement**

SARSAS values diversity and welcomes applicants from all sections of the community; especially from minority groups/groups with a protected characteristic such as People of Colour, who are currently under-represented. We are a Disability Confident Committed Employer. Our current premises are wheelchair accessible.

### **About the role**

We are recruiting a Counselling Manager to lead the effective delivery of SARSAS counselling services to adults affected by rape or any kind of sexual assault or abuse at any time in their lives across Avon and Somerset. This is an exciting opportunity to join a team of passionate and skilled professionals within an established and dynamic organisation.

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## **About you**

You will be a skilled practitioner who is passionate about supporting survivors of rape and sexual abuse. You will have the clinical experience to ensure our counselling team delivers trauma informed, evidence-based counselling through safe and compassionate therapeutic relationships.

You will be a strong and effective leader with management experience, who is able to support a team of paid staff and placement counsellors across a wide geographical region. You will be a supportive manager with an understanding of the impact of vicarious trauma and the ability to support team members around this.

You will have excellent organisational and planning skills and will enjoy the challenge of working in a thriving, dynamic environment. You will be a good team player, working closely with your colleagues to achieve an inclusive and outstanding service.

You will be excited by the opportunity to join SARSAS and driven by our ethos and values.

## **About SARSAS**

SARSAS exists to relieve the trauma and distress and help rebuild the lives of survivors who live in Somerset, Bristol, South Gloucestershire, North Somerset and BANES, who have experienced any form of sexual violence, at any point in their lives.

SARSAS also campaigns and raises awareness about rape and sexual violence to change the narrative about sexual violence and enable survivor's voices to be heard. Partnership work with a variety of agencies locally and nationally is a priority to enable social change.

SARSAS works to feminist principles: this underpins both what our service is and how it is run. Our work is guided by a trauma-informed approach which understands how traumatic experiences can impact on survivors and keeps an awareness of the effects of trauma at the forefront of our approach to support.

## **Key responsibilities**

### **Service delivery and staff management**

- Oversee the day-to-day delivery of counselling services to ensure that all service users receive high quality, trauma informed therapeutic services.
- Provide direct line management to the Counselling Co-ordinators and Counsellors, ensuring they are supported and that professional standards are maintained.
- Oversee all case-management processes including allocations, assessments, waiting list management, record keeping and reporting procedures. Ensuring all data is recorded and handled in accordance with SARSAS data protection policies and statutory GDPR requirements.
- Co-ordinate counselling staff recruitment, induction and training.
- Maintain and uphold safeguarding responsibility for the counselling team to include responding to immediate safeguarding needs and maintaining safeguarding policy and procedures.
- Co-ordinate and lead counselling team meetings.
- Ensure effective communication both internally and externally to ensure an accessible and reliable service for all who seek SARSAS support.
- Maintain and update relevant counselling policies and procedures ensuring these are in line with internal SARSAS policy and regulatory guidelines. (including BACP/UKCP Standards and Ethics and Rape Crisis England & Wales (RCEW) National Service Standards).
- Work closely with the Head of Services and the SARSAS management team, both on an individual basis and through regular management meetings, to ensure the counselling services run effectively and collaboratively alongside all SARSAS support services.
- Ensure that the shared purpose, ethos, values and integrity of SARSAS are clearly understood and that the counselling team meets targets set and works within the policies and procedures of the organisation.

## **Project management and development**

- Work with the Head of Services to continually consider, develop and implement new approaches to counselling within SARSAS to ensure our work continues to be evidence based, inclusive and relevant to service user needs and demand.
- Maintain and develop good professional relationships with referrers, partner agencies and funders.
- Promote the service and raise the profile of SARSAS across the region through networking, partnership working and general promotion including presentations, delivering training and workshops, media interviews and publications as appropriate.
- Assist with and contribute to grant and tender applications.

## **Monitoring and evaluation**

- Work within the SARSAS team to ensure best practice systems are in place and that all counselling service activity is accurately recorded, monitored, collected and effectively evaluated to improve service provision.
- Work alongside the Head of Services to ensure activity and outcome reports for Counselling services are relevant, accurate and timely.
- Operate quality assurance for Counselling services through regular monitoring and auditing of service delivery data.
- Work alongside the Head of Services to ensure the Counselling services operate within scope and budget.
- Provide statistical and narrative data/reports as necessary for external reporting and presentation purposes.

## **Additional responsibilities**

- Undertake any other duties commensurate with the role.
- Work as part of a team, promoting the ethos and values of SARSAS.

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- Actively contribute to the implementation of SARSAS equality and diversity policy and related policies.
- Attend all training, whether statutory or non-statutory, as required.
- Participate in annual development and review process.
- Adhere to and implement SARSAS's policies and procedures.
- Actively participate in the risk assessment, management of risk process, and all aspects of Health and Safety.

This job description is not exhaustive and is subject to review in consultation with the post holder and according to future changes/developments within the organisation.

*See next page for Person Specification.*

## Person Specification

	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• Counselling or equivalent qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Be an professional member with UKCP/BACP or other appropriate professional registering body</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• A minimum of 3 years management experience</li> <li>• Proven ability to co-ordinate a service delivery team effectively</li> <li>• A minimum of 3 years counselling practice post qualification</li> <li>• Extensive experience of working therapeutically with adults who have experienced trauma</li> <li>• Understanding of and significant experience safeguarding</li> <li>• Experience and understanding of assessment and referral processes</li> <li>• Experience of risk assessment and risk management procedures</li> <li>• A proven track record in the appropriate use of outcomes and evaluation frameworks.</li> <li>• Experience of recruiting, inducting and managing people.</li> <li>• Experience of and commitment to working inclusively with diversity.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working therapeutically with survivors of sexual abuse.</li> <li>• Experience of working therapeutically with adults in the voluntary sector.</li> <li>• Experience of managing placements counsellors.</li> <li>• Experience of managing staff remotely.</li> <li>• Experience of providing line management to counsellors operating in a clinical setting.</li> <li>• Experience of collating, evaluating and presenting qualitative and quantitative data.</li> <li>• Experience of delivering training and presentations.</li> </ul>

<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the impact of the trauma on individuals</li> <li>• Understanding of vicarious trauma</li> <li>• Knowledge and understanding of relevant monitoring and evaluation frameworks.</li> <li>• Ability to maintain up to date records and to collate and input monitoring and evaluation data.</li> <li>• Good IT skills and experience of using Excel, Word, and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with victim/survivors who have experienced sexual violence at some time in their lives.</li> <li>• Knowledge of key signposting and referral agencies</li> <li>• Competence in budget and contract management</li> <li>• Knowledge of relevant legislation</li> <li>• Knowledge of workplace health and safety, including assessing risk.</li> <li>• Knowledge and understanding of issues involved in working in the voluntary sector.</li> </ul>
<p><b>Personal effectiveness</b></p>	<ul style="list-style-type: none"> <li>• A sensitive and understanding approach to working with people who have experienced trauma.</li> <li>• Understanding and commitment to SARSAS's feminist ethos.</li> <li>• Strong leadership qualities with a passion to motivate and inspire others.</li> <li>• Creative, flexible, and curious</li> <li>• Excellent interpersonal and communication skills</li> <li>• Excellent time management skills with the ability to prioritise and manage a complex and demanding workload in a fast-paced environment.</li> <li>• A focus on continuous improvement with the ability to lead change where necessary.</li> <li>• Passionate about supporting people</li> </ul>	

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	<p>who have experienced sexual violence.</p> <ul style="list-style-type: none"><li>• Commitment to own wellbeing</li><li>• Commitment to SARSAS's values and keeping the service user experience and voice at the heart of all work.</li></ul>	
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