**Person Specification Head of Counselling Services**

**ESSENTIAL**

**Experience**

* Experience in co-ordinating or managing a counselling project – either within the voluntary sector or the NHS
* A minimum of three years’ post-qualification experience of undertaking weekly counselling/psychotherapy with clients
* Experience of recruiting, inducting and supporting trainee counsellors – including providing operational and clinical management within a counselling service or similar therapeutic setting
* Experience of measuring clinical outcomes
* Experience of assessing clients, writing assessment reports and presenting a provisional formulation for the work to be undertaken with a client
* The ability to liaise and negotiate with professional stakeholders and represent W+H at external meetings e.g. NHS/Colleges
* Experience of own personal therapy

**Skills**

Communication:

* A high level of communication skills both verbally and in writing with people of many different backgrounds and within a wide range of settings
* Ability to problem solve and resolve any fledgling conflicts which may arise
* Strong interpersonal skills, tact and diplomacy when dealing with staff, counsellors and external stakeholders
* Politically astute with excellent negotiating skills

Organisational:

* Excellent organisational skills and the ability to prioritise and work flexibly to meet tight deadlines
* Well-developed line management skills to lead a diverse clinical team and implement and oversee service policies and procedures
* Flexibility, stamina and a willingness to work effectively across organisational boundaries and agencies including, iCope, GP surgeries, voluntary and statutory organisations
* Computer/IT literate and proficient in the use of Microsoft Office. Willingness to learn new IT skills and programmes

Clinical:

* Extensive knowledge of therapeutic theory, practice and interventions and in-depth understanding of unconscious processes in the context of counselling/psychotherapy
* Ability to undertake therapeutic work within an organisational setting
* A professional and empathic outlook, ability to be supportive whilst being clear on boundaries

**Knowledge**

* Diploma/MA/MSc in Counselling/Psychotherapy
* Accreditation with BACP and/or registration with UKCP/BPC/BPS or working towards accreditation
* Working knowledge of Health & Safety guidelines, relating to Safeguarding, First Aid, DBS checks.

**Disposition**

* Good team worker who is also an excellent self-starter
* Able to get on well with a wide variety of people, including clients, clinicians and admin staff
* Respectful to people from all walks of life, their needs and their right to our utmost confidentiality
* A non-judgemental approach towards practical, collaborative team development and problem solving
* Good sense of humour
* Ability to remain calm when working under pressure
* Commitment to diversity policy and practice
* Keen interest in integrated, client centred, holistic health care
* Commitment to improving women's health and empowerment
* Ability to care for own physical and mental well-being and seek support from the Director when required
* Ability to work flexible hours

**DESIRABLE**

* Experience of providing clinical supervision – individual or group
* A qualification in clinical supervision to counsellors (at certificate level)
* Completion of IAPT approved and NICE recommended Person-Centred Experiential Counselling for Depression or Counselling for Depression Supervision Training, or willingness to take up one or more such training courses
* Basic knowledge of financial management, budgets and invoice procedures.
* Basic understanding of holistic health approaches and the most popular Complementary Therapies – their benefits and limitations.
* Knowledge of community health issues and local level health politics
* Experience of working in a women-only environment
* Experience of working in an inner-city

10th March 2021