

**Mind in Mid Herts**

**11 Hatfield Road**

**St Albans**

**Herts AL1 3RR**

**Tel: 01727 865070**

web: www.mindinmidherts.org.uk

email: admin@mindinmidherts.org.uk

Company limited by guarantee

Registered in England and Wales

Reg No 04746078

Reg. Charity Number 1101678

Dear Applicant,

Thank you for your interest in this post of Counselling Supervisor.  This is an important role in our organisation.

Please find attached an application pack.  We look forward to reading your application.

Please send your application for the attention of Bal Bhathal, either to the postal address:

Mind in Mid Herts

11 Hatfield Road

ST ALBANS

Herts AL1 3RR

Or by email to bal.bhathal@mindinmidherts.org.uk no later than 12 noon on Monday 13th January 2020.

Yours faithfully,

Bal Bhathal

Officer Coordinator

## JOB DESCRIPTION – Counselling Supervisor

**Reporting to: Head of Services**

**Responsible for: Supervising Volunteer Counsellors**

**Hours: 10 hours per week can be flexible but primarily Tuesday, Thursday, Friday and Saturday**

**Salary:£19,240 to £25,000 per annum pro rata**

**Location / operation: The jobholder will be based in Stevenage but some travel to other centres will be a requirement (Hertford, St Albans and Welwyn Garden City).**

**Closing Date: 12 noon on Monday 13th January 2020**

We are Mind in Mid Herts, a leading mental health charity based in Hertfordshire, affiliated to National Mind. With centres in St Albans, Stevenage, Hertford and Welwyn Garden City, we are working to reduce the stigma of mental health diagnosis and we support people with mental health conditions to create a pathway to recovery. We are innovative in creating and increasing access to services to improve wellbeing and to prevent the development of mental health issues. Through education and support we aim to improve people's awareness of how to be proactive in looking after their health and wellbeing. We won’t give up until everyone experiencing a mental health problem gets support and respect.

*Mind in Mid Herts (MiMH) is committed to diversity and equality of opportunity for all and is opposed to any form of less favourable treatment and harassment on the grounds of all the ‘protected characteristics’ as identified by the Equality Act 2010. It is MiMH's intention that this job description is a guide to the major areas and duties for which the jobholder is accountable. However, services will change and the jobholder’s obligations might vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement.*

Overall Purpose

It will be expected that this post holder will work closely together with the Counselling coordinator to supervise, develop and maintain consistency of the counselling service across the organisation.

To work with staff and volunteers to ensure service users are offered 1-1 counselling sessions. A key aspect will be embedding a recovery orientated approach to the role and responsibilities. The Recovery Approach includes empathy, warmth, acceptance, authenticity, compassion and humanity.

The post holder will need:

* To focus on the individual person not the diagnosis.
* To monitor outcomes and evaluate the service.
* To challenge stigma and provide a training role.
* To work in partnership with those who need support and those who support them.
* To enable and support self-management, promote autonomy and decrease the need for people to rely on statutory services.

Principal Responsibilities

1. **General**
* To be line managed by the Head of Services and to work closely with the team but to manage own workload, prioritising tasks and working on own initiative.
* To develop, maintain and work in line with the aims and objectives of MiMH
* To maintain up-to-date knowledge of legislation, national and local policies and issues in relation to psychological therapies and mental health.
* To ensure that all duties are carried out to the highest standard and in accordance with MiMH quality standards.
* To carry out all duties with due regard to MiMH’s policies and procedures, including the equality and diversity requirements.
1. **Operational / Supervision-Related**
* To supervise volunteers and the staff who assess, formulate and deliver a course of talking therapies, in collaboration/consultation with individuals and or for group work. Meeting the guidelines for supervision as laid out by the BACP ethical guidelines
* To provide brief reports on the progress of volunteers and a brief summary of supervision sessions as required;
* To provide reports on the progress of trainees on placements as required;
* To support volunteer counsellors in the handling of client fees ;
* To be part of developing processes of assessment, planning, implementation and evaluation of individual, user-led support and recovery plans.
* To plan, monitor and present cases in order to ensure high standards of documentation and communication regarding outcome decisions.
* To manage own case load of clients.
* To work with the team to identify progression routes and provide a safe and supported exit for clients/service users.
* To establish a supportive and respectful relationship with clients/service users.
* To promote empowerment and choice and support individuals to identify their own achievable and realistic goals and agree objectives.
* To support the team and service users to identify and overcome fears and, within a positive relationship, challenge negative self-talk using solution focussed techniques.
* To direct and support service users to access community groups that enables them to participate in local community activities and maintain their independence
* To act as a positive role model, showing professional and caring attitudes and behaviour towards other team members, partners, service users and carers.
* To work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual.
* To ensure the service is fully accessible.
* To involve service users in every aspect of the service.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| Counselling Supervisor | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications** |  |  |
| A professional qualification or equivalent degree in counselling or psychotherapy  | **\*** |  |
| A professional accreditation (BACP or UKCP) | **\*** |  |
| Dynamic Interpersonal Therapy |  | **\*** |
| Supervision |  | **\*** |
| Clean driving licence and use of a car |  | **\*** |
| Experience |  |  |
| Experience of working with people with mental health needs both 1-1 and in groups | **\*** |  |
| Creative and flexible approach to working with individuals | **\*** |  |
| Ability to develop good therapeutic relationships with service users | **\*** |  |
| Ability to deliver short term task orientated interventions | **\*** |  |
| Knowledge of anxiety and depression and how it may present in primary care | **\*** |  |
| Ability to work as part of a multi-disciplinary team | **\*** |  |
| Ability to deal with stressful and difficult situations in a calm manner | **\*** |  |
| Ability to involve service users and carers in all aspects of the work | **\*** |  |
| Willing and able to work flexible hours | **\*** |  |
| Ability to communicate confidently and effectively, both verbally and in writing, including excellent telephone skills. | **\*** |  |
| Ability to prioritise and manage workload | **\*** |  |
| Ability to maintain accurate and detailed records | **\*** |  |
| Ability to monitor and evaluate services effectively |  | **\*** |
| Experience of implementing and using IAPT questionnaires for measuring and monitoring purposes |  | **\*** |
| IT literate | **\*** |  |
| Knowledge of Microsoft PowerPoint, Publisher, Access and Excel |  | **\*** |

Additional Requirements

* Ensuring that all responsibilities are met in accordance with procedures and the service user/funder requirements
* Ensuring that each volunteer and staff member abides by our Human Resources policies and procedures as outlined in our Staff Handbook
* Understanding the need for confidentiality when dealing with both internal and external information
* Understanding the importance of conforming to our service requirements and service user needs
* Flexibility to work outside or in excess of standard hours when necessary to achieve objectives required
* Sound knowledge of the company’s services specific to the role and appreciation of the impact that poor service has on our customers and our reputation
* Commitment to adhering to Health and Safety guidelines for safe working
* Adherence to legislative requirements
* 8 week notice period

Benefits

* 25 days paid holiday per year, April 1st-March 31st (pro rata for part time staff)
* Statutory bank and public holidays,
* A contributory pension scheme
* 2 additional days’ leave – Birthday Leave and Wellbeing Day,
* An Eye-Care scheme,
* Staff Training and Development
* Peer Support.

**Application Form**

|  |  |
| --- | --- |
| **Applicant Initials:** |  |
| **post Applied For:** |  |
| **Post Reference Number:** | CS10-STE |

**Using this form**

All fields on this form are to be completed and sent to bal.bhathal@mindinmidherts.org.uk, Mind in Mid Herts, 11 Hatfield Road, St Albans, Herts AL1 3RR, quoting the Job Title, Reference Number and your name in the subject. Where a table does not have enough fields, please add additional rows.

**Data Protection**

In accordance with Mind in Mid Hert’s (MiMH’s) Data Privacy Notice, we take care to ensure that all applicant data is appropriately and securely stored and handled. The information on this sheet will be held securely with MiMH’, and will be anonymised when sent to recruiting managers. If an applicant is not appointed for a post, their application and personal details forms will be destroyed. Where an applicant is appointed, their application will be moved into an Employee Folder and remain as long as the employee is employed at MiMH’s.

For full details of MiMH’s approach to Data Privacy and protection, please request our Data Protection Policy.

**Criminal Convictions**

As part of its equal opportunities policy, Mind wishes to ensure it does not discriminate against ex-offenders. If you have any convictions that are **unspent** under the Rehabilitation of Offenders Act 1974, please supply details of your conviction(s) via the **personal details form**.

Some posts within MiMH’s are exempt from the Rehabilitation of Offenders Act 1974 as they involve working with vulnerable adults and/or children and young people and will require a Disclosure and Baring Service (DBS) check. If you have applied for an exempt post, please supply details via the **personal details form**.

**Eligibility to work in the UK**

If there are any restrictions regarding your employment in the UK (e.g. you require a Work Permit), please supply details via the **personal details form**. Please note that MiMH’s is not able to sponsor Visas.

**Personal Details**

|  |
| --- |
| Surname: |
| Forenames(s): |
| Address: |
| Postcode: |
| **Telephone (Home):** |  **(Mobile):** |
| **E-mail address**:  |  |

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| --- |
| Please note any disability or other medical condition, which may require special attention at the interview or in the job. |

**Education**

Please give details of your education and all exams passed.

|  |  |  |
| --- | --- | --- |
| **Date** |  **School/Institution** |  **Exams passed**  |
|  |  |  |

**Relevant Training Courses**

Please give details all training courses.

|  |  |  |
| --- | --- | --- |
| **Date** | **College/Institution** | **Course, Qualifications, etc.** |
|  |  |  |

**Present (most recent) Employment/Voluntary Work**

|  |
| --- |
| **Employer’s name and address:** |
| **Position held:** |
| **Dates:** |
| **Salary:** |
| **Brief description of duties:**  |

**Previous Employment**

|  |  |  |
| --- | --- | --- |
| **Dates** | **Employer** | **Position Held** |
|  |  |  |

**Additional Information**

**Please note that CVs are not considered as part of the selection process.**

Please give a statement regarding how you meet the requirements of the role to which you are applying. You should give details of all relevant experience (please refer to job specification) interests, voluntary work, etc. and specify your reasons for applying for the vacancy. Continue on a separate page if necessary.

**Referees**

One of your referees should be your present or most recent employer and your second reference needs to be someone who has known you for at least 1 year. References must not be provided by a relative or someone sharing your home.   If this is not possible please do continue your application and give us the reasons for not being able to supply these references and we will take that into consideration.

We will not contact your present employer without your permission.

|  |  |
| --- | --- |
| **Name:** |  **Name:** |
| **Address:** | **Address:** |
| **Status:** |  **Status:** |

|  |
| --- |
| In the past two years, how many sick leave days have you taken in your present employment? |
| When can you start? |
| An enhanced Criminal Records Bureau Disclosure is required for this post. |
| Have you worked for Mind in Mid Herts in the past in any capacity? |

**Declaration**

I confirm that to the best of my knowledge all information I have given in my application is correct and can be treated as part of any subsequent contract of employment. Any false, deliberate omission or misleading information may be sufficient cause for rejection or, if employed by MiMH’s and to be dismissed.

Signature

Date

I agree Mind can approach any of my previous employers for a reference to confirm that any information given in relation to my application is correct.

Please tick this box to confirm ☐ Date:

**Equal Opportunities Monitoring Form**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **Please tell us your Age:**

|  |  |
| --- | --- |
| Under 16 |  |
| 16-21 |  |
| 21-29 |  |
| 30-39 |  |
| 40-49 |  |
| 50-59 |  |
| 60-69 |  |
| 70-80 |  |
| 80+ |  |
| Rather not say |  |

 |  | 1. **Do you consider yourself to have a disability?**

  [ ]  Yes [ ]  No [ ]  Rather not say  **2b. If yes do you have a:**  [ ]  Physical Impairment [ ]  Sensory Impairment [ ]  Learning Disability [ ]  Mental Health Condition (Long Term) [ ]  Other Health Condition (Long Term) |

|  |  |  |
| --- | --- | --- |
| 1. **Ethnicity**

**Asian or Asian British**[ ]  Bangladeshi[ ]  Indian[ ]  Pakistani [ ]  Any Other Asian Background**Black or Black British**[ ]  African[ ]  Caribbean[ ]  Any Other Black Background**Mixed**[ ]  White and Asian[ ]  White and Black African[ ]  White and Black Caribbean[ ]  Any Other Mixed Background |  | **White**[ ]  White British [ ]  White Irish [ ]  Any Other White Background**Other Ethnic Group**[ ]  Chinese [ ] Any Other Ethnic Group Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [ ]  Rather not say  |

|  |  |
| --- | --- |
| 1. **Nationality**

 Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

|  |  |
| --- | --- |
| 1. **Gender**

[ ]  Female [ ]  Male [ ]  Rather not say | **5b. Gender Reassignment**Do you now, or have you ever considered yourself to be transgender? (tick if yes) [ ]  |

|  |  |
| --- | --- |
| 1. **Religion or Beliefs**

[ ]  Atheism[ ]  Agnosticism[ ]  Buddhism [ ]  Christianity [ ]  Hinduism [ ]  Humanism [ ]  Islam  | [ ]  Jainism [ ]  Judaism [ ]  Sikhism[ ]  Any Other Religion/Belief Please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_[ ]  No Religion or Belief[ ]  Rather not say  |

|  |  |
| --- | --- |
| 1. **Sexual Orientation**

[ ]  Bisexual[ ]  Gay Man[ ]  Heterosexual | [ ]  Lesbian/Gay Woman[ ]  Other **[ ]** Rather not say |

|  |
| --- |
| 1. **Are you currently providing support to a partner, child, relative, friend or neighbour who could not manage without your help or/and support?**

[ ]  Yes [ ]  No [ ]  Rather not say  |

*We are asking you to provide us with anonymous information to help reach as many communities as we can. All questions are optional and if you prefer not to it does not in any way effect your access to services. Thank you.*