

## **The Norwich Centre and Norwich Centre Projects Ltd**

### Senior Counsellor/Assistant Director Job Description

The Norwich Centre is a registered charity which offers counselling to all regardless of ability to pay. We are also a growing training organisation specialising in training in the Person-Centred Approach. Norwich Centre Projects Ltd offers counselling and training to commercial, statutory and charitable organisations, and is committed to supporting the work of the Norwich Centre charity.

The Norwich Centre and Norwich Centre Projects have a vacancy for a part time Senior Counsellor/Assistant Director. The contract is initially for one year with the possibility of extension subject to the appropriate funding being available. This is an opportunity to join a well-established organisation at an exciting point in our evolution. There is potential to develop this role as the organisation continues to expand. The post is subject to a DBS check.

**Responsible to:** The Centre Director/Managing Director and to the Chair of Trustees/Chair of Norwich Centre Projects in her absence

**Purpose:** To provide a professional counselling service and allied activities to clients of the Norwich Centre and Norwich Centre Projects. To deputise for the Centre Director/Managing Director in her absence.

**Hours:** Three days (21 hours) per week, plus cover for the Centre Director/Managing Director in her absence as necessary. Hours to include working on Tuesday evening to 9pm. Flexibility to work additional hours at peak times will be helpful. You will need to be contactable during opening hours in the absence of the Centre Director/Managing Director.

**Salary** £24,570 per annum pro rata (£13.50 per hour)

#### **Annual leave**

You will be entitled 6 weeks pro rata paid leave per annum. In addition your entitlement will include a pro rata allowance for public holidays.

#### **Principle Responsibilities:**

To assist the Centre Director/Managing Director with the day-to-day management of staff and volunteers working for the Company/charity.

To take clinical responsibility for the work of counsellors in the Norwich Centre charity and in Norwich Centre Projects Ltd in the absence of the Centre Director/Managing Director

To work therapeutically with individual clients allocated to their case load.

To undertake initial exploratory sessions with potential clients of the Norwich Centre and Norwich Centre Projects Ltd

To assess clinical risk and liaise with the Centre Director/Managing Director to manage high risk cases.

To provide field supervision and support to counsellors in the team.

To assist the Centre Director/Managing Director with the annual appraisal process of staff and volunteers.

To assist the Managing Director in liaising with client organisations of Norwich Centre Projects Ltd

To act as Project Manager to client organisations as allocated by the Managing Director

To deliver training events both at the Centre and to external agencies.

To work within the Ethical Framework of the British Association for Counselling and Psychotherapy (BACP).

To respect the context within which they work and to be aware of and comply with the policies and procedures of the Norwich Centre/Norwich Centre Projects Ltd.

To maintain accurate and up to date client and administrative records as required taking into account current Data Protection legislation as necessary and undertake administrative work as necessary in relation to the work of the Company and the charity.

To familiarise themselves with current employment law and practices which impinge on the Company/charity's activities, and stay informed of trends and developments in the professional field in order to assist in responding to the policy implications arising from these.

To ensure compliance with Health and Safety policies and procedures.

To maintain confidentiality and not to discuss or disclose information relating to clients of the Norwich Centre/ Norwich Centre Projects except within the supervisory or line management relationship.

To produce regular reports and relevant statistics for internal and external use.

To attend regular supervision in accordance with BACP guidelines.

To attend meetings with the Managing Director/Centre Director

To undertake training and other activities in support of their continuing professional and personal development and to keep abreast of relevant legislation.

To assist the Centre Director/Managing Director in maintaining the website and social media presence of the Norwich Centre/Norwich Centre Projects Ltd.

To undertake such other duties as may be required by the Centre Director/Managing Director.

**Qualifications and experience:**

**Essential**

Person-centred counsellor qualified to post-graduate/graduate Diploma level

Minimum five years post-qualification experience

Minimum 600 client hours

Registered with BACP

BACP (or equivalent) Accreditation

Extensive experience of supervising counsellors and the management of ethical dilemmas.

Experience of working with young people, particularly students, and able to demonstrate a clear understanding of the way institutional context impacts on therapeutic decisions.

Experience of managing urgent and complex clinical situations with clients, in the context of other practitioners' work within a team.

Expertise in identifying and managing situations involving clients with mental health issues.

Experience of short term working.

Experience of delivering training or workshops.

Experience of working in a management role

Excellent communication skills and computer literate including expert working knowledge of Microsoft Office applications including Excel.

Knowledge and understanding of social media and technological developments.

Preparedness to follow the policies and procedures of the Norwich Centre/Norwich Centre Projects Ltd.

## Desirable

BACP Senior Accreditation

Masters or Doctoral level qualification in counselling.

Management qualification

Experience of managing a team or project

Experience of counselling in FE/HE

Experience of counselling in a commercial environment

Experience of managing budgets

Experience of facilitating training courses

Teaching or training qualification ie PETALS

An interest in research

## Essential Personal qualities

Flexibility

A team player able to share information and involve others in finding solutions

Willing to go the extra mile to achieve results

Creative thinker able to deliver innovative solutions

Commitment to equal opportunities and client care

Able to gain respect from staff and volunteers working at all levels of the organisation

Commitment to the ethos and philosophy of the person-centred approach

Commitment to the charitable aims of the Norwich Centre

*The criteria are subject to reasonable adjustment to enable disabled candidates to fulfil the requirements of the job.*

**Application Process:**

To apply for this post please complete the electronic application form and equal opportunities monitoring form and send to:

[admin@norwichcentre.org](mailto:admin@norwichcentre.org)

**CVs will not be accepted or read.**

For an informal discussion please telephone Caroline Kitcatt on 01603 617709, or email [ckitcatt@norwichcentre.org](mailto:ckitcatt@norwichcentre.org)

**Closing date for applications:** 25<sup>th</sup> May 2018

**Interview Date:** TBC