

Note to candidates

All of the criteria marked (S) will be used for shortlisting purposes. You should attempt to describe how you meet these criteria in the ‘Supporting Information’ section of the application form, giving examples. Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview, where criteria marked (I) will be tested.

JOB TITLE: Counselling Service Manager

Category	Post Requirements	
	Essential	Desirable
Education	<ul style="list-style-type: none"> Professionally recognised diploma or equivalent in Counselling or Psychotherapy (S) Post-qualification experience in providing one-to-one counselling or psychotherapy in a mental health setting (S&I) Willingness to work towards clinical supervision qualification 	<ul style="list-style-type: none"> Professionally recognised diploma or equivalent experience in counselling supervision (S&I)
Experience	<ul style="list-style-type: none"> Experience of providing clinical supervision for (paid/volunteer) counsellors (S) Substantial experience of working within and managing mental health support services in the community within the VCS sector (S) Experience managing, supervising and supporting staff and volunteers, including leading teams through service development or change (S&I) Experience and understanding of database management systems (S&I) An understanding of the requirements involved in delivering psychoeducation and therapeutic interventions (S&I) Significant experience of working therapeutically within the relational model 	<ul style="list-style-type: none"> Experience of building and managing partnerships with other organisations (I)
Skills, Knowledge & Abilities	<ul style="list-style-type: none"> Understanding of Equity, Diversity and Inclusion and commitment to anti-racist/anti-discriminatory practice (S) Ability to contain, support and communicate calmly with people who are in crisis or experiencing high levels of distress, including suicide ideation (S&I) In-depth understanding of mental health, emotional distress and suicide risk, with the ability to support people in crisis (S&I) 	<ul style="list-style-type: none"> Knowledge of Greenwich Borough and Oxleas trust Mental health service provision (S&I) Knowledge of Views and COREnet database systems(S&I)

S = Assessed at shortlisting stage

I = Assessed at interview stage



	<ul style="list-style-type: none"> • Understanding of conscious and unconscious emotional and relational processes and how they can affect/influence work with service users and volunteers (S&I) • Excellent verbal and written communication skills, including the ability to communicate with other professionals, service users and volunteers (S&I) • Good organisational/administrative skills and ability to effectively manage a complex workload under strict deadlines (S&I) • Ability to facilitate meaningful service user/carer involvement(S&I) • Understanding of how the services should operate in line with SEL Mind’s values, aims and objectives(S&I) • Ability to work on own initiative (S&I) • Ability to work within clear ethical boundaries and to advise others in this area (I) • Ability to ensure services meet KPI targets and the ability to write engaging monitoring reports, which will be presented to commissioners • Strong leadership and service management skills, including strategic planning, performance management and continuous improvement 	
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