

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 other criteria will be tested (I).

JOB TITLE: African/African-Caribbean Counselling Service Coordinator

Category	Post Requirements	
	Essential	Desirable
Education	<ul style="list-style-type: none"> Professionally recognised diploma or equivalent in Counselling or Psychotherapy (S) Professionally recognised diploma or equivalent experience in counselling supervision (S) 	
Experience	<ul style="list-style-type: none"> In-depth experience of working as a counsellor or psychotherapist post qualification (S) Substantial experience of working with mental health and emotional support services (S) Experience of ongoing support and management of volunteers (S) Experience of providing clinical supervision for (paid/volunteer) counsellors (S) Experience of working with people from diverse communities, particularly people from an African African-Caribbean background, providing culturally specific counselling (S) 	<ul style="list-style-type: none"> Experience of coordinating a project (S&I)
Skills, Knowledge & Abilities	<ul style="list-style-type: none"> In depth understanding of mental health and emotional distress, including suicide (S&I) Ability to contain, support and communicate calmly with people who are in crisis or experiencing high levels of distress (S&I) Understanding of conscious and unconscious emotional and relational processes and how they can affect/influence work with service users and volunteers (S&I) Good general knowledge of the mental health system and of support options for service users and carers (S&I) Ability to coordinate and support a team of volunteers to deliver a high quality and consistent service (S&I) Good understanding of issues related to the clients and counsellors in intercultural counselling (S&I) Knowledge and understanding of provision of clinical supervision (S&I) 	

S = Assessed at shortlisting stage

I = Assessed at interview stage

	<ul style="list-style-type: none"> • Understanding of the importance of service monitoring and the ability to produce monitoring reports (S&I) • Ability to work within clear ethical boundaries and to advise others in this area (I) • Understanding of service provision to the ethical standard based on the relational model (I) • An understanding of confidentiality (I) 	
<p>General</p>	<ul style="list-style-type: none"> • Understanding of and commitment to Equity, Diversity and Inclusion (S) • Ability to use Microsoft Office applications (S) • Ability to use and extract information from spreadsheets and databases (S) • Ability to work flexibly, including evenings or weekends on occasion (S) • Excellent verbal and written communication skills, including the ability to communicate with other professionals, service users and volunteers (S&I) • Emotional maturity (S&I) 	<ul style="list-style-type: none"> • Knowledge of CORE Net Database system