

Job Title:	Counselling Service Manager
Section:	Greenwich Counselling Service
Location:	The Forum at Greenwich
Hours:	22.5 hours per week
Responsible to:	Greenwich Head of Services
Responsible for:	Mindline Coordinator, Mindline Crisis Intervention Coordinator, Counselling Office Coordinator

Role Summary:

To co-lead a high-quality counselling and therapeutic service, with a strong client focused approach, grounded in a person-centred, relational model of counselling. To provide clinical leadership, operational oversight, and direct clinical supervision to staff and volunteers, ensuring the service maintains robust clinical governance, effective risk management, and adherence to professional standards. To hold a clinical caseload when appropriate, offering counselling or psychotherapy to clients with complex needs using evidence-informed therapeutic approaches. To think strategically and contribute towards service development, as well as the design, implementation and delivery of new and existing systems to support the effective operation of services.

Key Responsibilities:

Clinical Leadership

- Provide clinical and operational supervision to counselling staff and volunteers, ensuring safe, ethical, and reflective practice.
- Offer clinical guidance and support for staff managing clients presenting with high level complexities, urgent matters, and safeguarding concerns.
- Co-lead the clinical assessment and triage process, ensuring clients are allocated appropriately or signposted when necessary.
- Maintain oversight of clinical governance, including risk protocols, safeguarding processes, and adherence to BACP ethical standards.
- Ensure that all clinical work meets professional, ethical, and organisational standards.
- Hold a clinical caseload of clients with complex needs, offering counselling or psychotherapy using appropriate evidence-informed approaches.
- Contribute to the development and delivery of therapeutic group work and ensure appropriate clinical oversight.
- Lead on safeguarding processes within the Counselling Service.

Operational Management

- Oversee the day-to-day delivery of counselling services, ensuring high-quality, accessible provision.
- Lead on monitoring, evaluation, and performance reporting, ensuring that data is used to improve service quality while maintaining a client-centred ethos.
- Deliver service performance reports to commissioners where necessary.

- Have oversight of data in the counselling service database to ensure accurate and effective client record management, enabling analysis of data.
- Ensure accurate and effective client record management in line with GDPR and BACP guidelines.
- Conduct regular service reviews and implement changes where necessary to improve clinical and operational effectiveness.
- Ensure that operational policies for the Counselling Service are clinically sound.
- Lead on recruitment, induction, and training of counselling staff and volunteers, in collaboration with the Joint Clinical Lead and Service Coordinators.
- Ensure that staff and volunteers receive ongoing training relevant to their clinical roles.

Partnerships and Collaboration

- Build and maintain relationships with statutory and voluntary mental health services within the Royal Borough of Greenwich, including the Greenwich Mental Health Hub.
- Establish and maintain relationships with accredited clinical training organisations to support student placements.
- Communicate and liaise with other professionals involved in clients' care as appropriate and where necessary.

Leadership and Team Development

- Promote an inclusive, supportive, and reflective team culture.
- Play a key role in implementing SEL Mind's inclusion strategy within the Counselling Service.
- Provide managerial supervision where required and, where required, clearly differentiated ad hoc clinical supervision to all clinical staff members.
- Participate in regular meetings with the Joint Clinical Lead and contribute to strategic planning for the service.

General Responsibilities:

- Work in line with SEL Mind's [Purpose, Vision, Values and Aims](#)
- Positively represent SEL Mind, both internally and externally, and promote our work
- Comply with SEL Mind's policies and quality frameworks
- Promote understanding, awareness and positive attitudes towards mental health and dementia
- Promote equity, diversity and inclusion
- Attend and actively contribute to individual supervision and training sessions, team meetings and organisational events
- Perform other duties appropriate to the role
- Support, encourage and engage active service user and carer participation wherever possible