

Counselling Manager

Job Description	
College/Service Counselling, Health Advice and Chaplaincy, Libraries and Student Support Services	Location Two College locations with some scope for home working
Contract Length Permanent	Hours per week / FTE 35 hours per week; Full-Time
Accountable to Head of Counselling, Health Advice and Chaplaincy	Weeks per year 52
Salary £48,534 - £58,474, with potential to progress to £65,148	Grade 6

Job Description
<p>Purpose of Role</p> <p>UAL's two Counselling Managers work in partnership to:</p> <ul style="list-style-type: none"> • lead the development and delivery of counselling services across the university. • line-manage UAL's team of Counsellors (each Counselling Manager line-manages up to 5 staff members). • oversee delivery of counselling services at UAL's colleges (each Counselling Manager manages for delivery at half of UAL's sites). <p>In addition, each Counselling Manager:</p> <ul style="list-style-type: none"> • provides counselling services to individual students and student groups. • provides consultancy to colleagues across the university about responding to student wellbeing needs, managing risk. • leads projects and innovations to enhance provision. • provides duty management cover for one day per week. • provides management cover for extended opening hours. • works closely with the Head of Counselling, Health Advice and Chaplaincy, taking decision and holding clinical responsibility for cases within their assigned colleges when Head of Service is unavailable. • deputises for the Head of Counselling, Health Advice and Chaplaincy as required e.g., to represent the service at meetings, to address issues at assigned colleges.

Duties and Responsibilities

- To provide counselling support for up to 15 hours per week (pro rata for fractional contracts) – this may include working with individual students and provision of group support.
- To work within the British Association for Counselling and Psychotherapy Ethical Framework for the Counselling Professions and ensure that UAL's counselling offer are sector leading in terms of best practice.
- To attend individual clinical supervision.
- To coordinate counsellors' supervision and liaise with external supervisors regularly to identify emerging needs for the team
- To enhance and maintain practice, systems, and procedures to ensure counselling services are high quality, responsive and consistent.
- To regularly evaluate service provision, including gathering and analysing student feedback.
- To be an active member of the CHAC (Counselling, Health Advice and Chaplaincy) management team, collaborating with other managers to develop and deliver service operating plans and the student-related aspects of the University Wellbeing Strategy.
- To provide cover for their counterpart as required.
- To line-manage a team of counsellors, identifying and facilitating opportunities for their professional development and to promote team cohesion, working closely with their counterpart.
- To provide duty manager cover for one day per week (Mon-Fri). To work with the assigned duty officer to screen all incoming requests for support, managing volumes and complex presentations.
- To provide management cover for extended opening hours, including Saturdays (term-time). This is on a rota basis, likely to be one Saturday morning in four.
- To co-chair clinical meetings and counselling team meetings.
- To be part of the Student Services Case Review Management group, coordinating effort across teams for complex cases as required.
- To represent the team on internal and external committees, groups, and professional bodies.
- To develop and maintain strong working relationships with staff from their assigned colleges, attending meetings to represent the service, providing advice, consultancy, and training in response to local need.
- To lead specific projects and innovations to enhance the service.
- To develop and deploy specialist skills and knowledge relevant to meeting the counselling needs of our diverse student population. E.g.,

sexual misconduct, race and culture, LGBTQ+, disability and neurodiversity. To support line management reports to develop and share their own special interests.

- To work with the CHAC management team to develop and maintain a cohesive multidisciplinary team of counsellor, health and mental health professionals.
- To contribute to, and where appropriate, lead in the design, promotion and delivery of staff development sessions.
- To contribute to the development of service provision including group workshop programmes for students.
- To explore and develop possibilities for counselling placements within the service.
- To facilitate reflective practice sessions for staff groups, building on existing work with Arts Students' Union. Advisers).
- To work collaboratively and establish network with relevant internal and external services.
- To keep abreast of developments in counselling that are relevant for the mental health of students, student support and related fields.
- In liaison with colleagues to coordinate publicity of services, including contributing to the development of the University website.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

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Key Working Relationships - Managers and other staff, and external partners, suppliers etc. with whom regular contact is required.

- Students
- Head of Counselling, Health Advice and Chaplaincy
- Counselling Manager and Counsellors
- Mental Health Advice Managers
- Lead Administrator
- University Chaplains
- Student Services colleagues
- Other student support staff
- Local college academic and professional teams
- The Student Union
- Statutory services and voluntary counselling services

Specific Management Responsibilities

Budgets

☐ None

Staff

- c. 5 Counsellors

Signed _____ (Recruiting Manager)

Date of last review _____ [Type in Details]

Person Specification Senior Counsellor Grade - 6

Person Specification	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent • MSc/Diploma in Counselling/Psychotherapy • BACP accreditation • Significant knowledge of a range of counselling theory and orientations. • Significant knowledge of the range of FE/HE student support needs in the areas of counselling and mental health • Diploma in Counselling or Clinical Supervision or equivalent (desirable)
Relevant Experience	<ul style="list-style-type: none"> • Successful experience of providing counselling in FE/HE sector • Successful experience of managing people • Successful experience of contributing to development of team projects, planning, and achieving objectives • Experience of providing specific therapeutic interventions (other than counselling) such as group work/group therapy, CBT (Cognitive Behavioural Therapy), brief therapy models. • Experience of working with international students and students from a range of cultural backgrounds • Experience of working in the cultural/creative sector
Communication Skills	Communicates effectively orally and in writing, adapting the message for a diverse audience in an inclusive and accessible way.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance.
Research, Teaching and Learning	Applies innovative approaches to course leadership, teaching, learning or professional practice to support excellent teaching, pedagogy, and inclusivity.

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Person Specification	
	Applies own research to develop learning and assessment practice.
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism.
Planning and Managing Resources	Plans, prioritises, and manages resources effectively to achieve long term objectives.
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration.
Student Experience or Customer Service	Contributes to improving or adapting provision to enhance the student experience or customer service.
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems.

The application form sets out several competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.