# Job description

**Job title**: Counselling Service Manager

**Team**: Services

**Department:** Services

**Job location:** Andover or Home Based

**Reports to:** Director of Services

## Overall purpose

Macular disease is the biggest cause of sight loss in the UK, with around 300 people diagnosed every day. The Macular Society is the only charity determined to beat the fear and isolation of macular disease with world class research, and the best advice and support.

To support people affected by macular disease now, the Macular Society provides a range of support, information and services. Our research programme is focused on finding new treatments and a cure to Beat Macular Disease forever.

A macular disease diagnosis can be devastating. After diagnosis many people struggle to cope with their emotions and can feel shocked, afraid or isolated.

Our telephone counselling service is staffed by a team of seven self-employed, qualified counsellors who have extensive experience either personally or professionally.

Each year the counselling service supports around 600 people who have Macular Disease including their family members. We receive approximately 50 referrals each month, which after assessment may result in time limited individual or group support. We also have an array of other internal support services that we can link with and refer into.

## Organisational chart

Above is a description of the reporting line for this role. Counselling service manager, who reports directly to the director of services.

## Our values

We will beat macular disease by…



### Making It Happen - we are Ambitious

### Showing We Care - we are Supportive and Caring

* Knowing Our Stuff - we have Integrity and we act Honestly

## About the role

* Coordinate, manage and lead a safe, professional and accessible telephone counselling service
* Develop and review appropriate policies and procedures, including referral, cancellation, assessment and administrative procedures
* Develop and implement a business plan for the service
* Lead the recruitment and induction of new counsellors
* Provide clinical support to counsellors when needed.
* To triage and allocate clients to counsellors
* Maintain and manage client record systems
* Ensure safeguarding procedures are adhered to
* Ensure the service is delivered in line with BACP guidelines and ethical framework
* Liaise with admin support
* Report on the delivery and impact of the service, including ensuring outcomes and outputs are effectively monitored and evaluated
* Work with fundraising colleagues to develop funding bids for the service
* Ensure any funded projects are provided in line with the funding application and monitored.
* Provide internal workshops to staff and volunteers

All our team members are expected to comply with Macular Society terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies and relevant external regulations.

**About you**

1. You will be committed to equality, diversity and inclusion in all aspects of our work.

2. Have an open and collaborative approach to work, helping us to achieve our Knowing our stuff value by working with integrity, making informed decisions to be the best we can be to Beat Macular Disease.

3. Be able to act with empathy, we provide a caring, approachable and supportive environment for all – we Show We Care by listening to each other and working together.

4. Be ambitious in your approach to help Make Things Happen, we are progressive yet supportive, and brave in our actions to make the progress that is needed to Beat Macular Disease.

5. Be happy to work in an organisation that puts those we support first, advocate for the Macular Society at all times, and be comfortable that all members of the team are fundraisers.

Specifically for this role you will have:

Knowing Our Stuff

* Recognised qualification in counselling or psychotherapy (level 4 two-year diploma minimum)
* Membership of a professional body, preferably BACP

Making It Happen

* Able to carry out assessments
* Significant recent clinical experience
* Experience of working in an organisational setting
* Strong IT skills including Word, Excel, PowerPoint, Outlook.
* Attend meetings with other organisations.
* Prepared to travel to meetings as and when required.

Showing We Care

* Ability to assess client’s needs and risks, including those with complex issues
* Ability to manage a counselling service within financial constraints
* Ability to communicate effectively with clients, colleagues and management, both verbally and in writing

Eligibility to work in the UK:

Proof of identity and eligibility to work in the UK.

## Volunteering:

From time to time you may be asked to support / volunteer your time (TOIL available) at Macular Society events that take place outside of normal working hours.

## Safeguarding:

The Macular Society is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

You are required to carry out other such duties as may reasonably be required, relevant to the role.

This job description is accurate as at the date shown below. In consultation with you it is liable to variation by the Macular Society to reflect or anticipate changes in or to the role.

**Annual leave:** 26 days plus bank holidays (pro rata for part time)

**Based:** home

**Contract Type:** Permanent, part time, 22.5hrs per week (3 days)

**Date of evaluation:** 30 October 2024