

30th August 2019

Dear applicant,

Re: Counselling Service Coordinator

Thank you for your interest in this role. This information pack provides you with details of the role and how to apply. It contains:

- Covering letter
- Information about London Friend
- Job Description
- Person Specification
- Application Form
- Equality monitoring form

Please read the job description and person specification carefully, and ensure that you address all the points in the person specification in your application. Please do not submit additional documents or send a CV: these will not be considered as part of your application.

A Word version of the application form is available to download from our website here: <http://londonfriend.org.uk/about/workforus/>

The closing date for this position is 5pm on Monday 23rd September 2019. Applications submitted after this time cannot be considered. If you would like to discuss this role please contact me on 020 7833 1674 or email monty@londonfriend.org.uk

Good luck with your application!

Yours sincerely,

Monty Moncrieff
Chief Executive



Information about London Friend

London Friend works to promote the health and well-being of lesbian, gay, bisexual and transgender (LGBT) people. We do this by providing services that support individual LGBT people directly; by engaging LGBT volunteers in the delivery of these services; and also by giving our service users a voice to contribute to the strategic development and inclusion of LGBT people within health and care services.

We are the oldest LGBT charity in the UK, set up in 1972.

We want to improve the health and well-being of LGBT people who experience a disproportionately high level of health inequalities compared with the general population. Our services aim to improve health outcomes and allow LGBT people to live more active lives as connected and integrated members of their communities.

We aim to achieve this by providing group and one-to-one support that improves individuals' self-confidence; reduces common mental health issues such as anxiety and depression; improves individuals' engagement in social and physical activities; improves physical health such as reduction in alcohol or drug use, and adherence to HIV medication; and promotes community engagement through volunteering. We also aim to use the experiences of our service users and volunteers to influence improvements in health and care for LGBT people through our strategic partnerships.

We have a small staff team and a large base of around 100 volunteers. We work from our base in Kings Cross and also at satellite and partnership venues around London, including several innovative partnerships with NHS substance misuse and sexual health services. We work strategically with other LGBT organisations, and as a member of the National LGB & T Partnership we are an alliance partner to the Department of Health, NHS England and Public Health England.

London Friend won a GSK IMPACT UK Award in 2016, given to small and medium-sized charities excelling in health and wellbeing. We also won a National Diversity Award in 2014. In 2016 our volunteers were awarded the Queen's Award for Voluntary Service.

London Friend offers generous annual leave entitlement (30 days for full time staff, pro-rata for part-time staff), and makes a 5% employer's contribution to our pension scheme.



Counselling Service Coordinator

Job Description

Hours of Work:	18.5 hours per week (some evening and weekend work included)
Salary:	£14,500 per annum actual salary (£29,000 pro rata)
Contract:	Permanent
Responsible To:	Chief Executive
Responsible For:	Management of counselling volunteers and clinical supervisors; line management of paid domestic abuse counsellor.
Supported by:	Health and wellbeing administrator

London Friend runs a low cost, donation-based counselling service for LGBT people or those exploring their sexual orientation or gender identity. There are on average 40 – 50 counselling sessions per week, including assessments. There are around 20 volunteer counsellors and 6 clinical supervisors. Additionally the role provides line management to one part-time paid domestic abuse counsellor. London Friend is an organisational member of the BACP (British Association for Counselling and Psychotherapy), however counsellors come from a range of theoretical orientations and may be accredited with or working towards accreditation with other bodies such as the UKCP.

The post holder will be responsible for the overall management and administration of the London Friend counselling service. This post would be suitable for someone who is currently practicing or who has been practicing as a counsellor or a psychotherapist and who has excellent organisational skills to manage the considerable administrative duties of the role.

Please note that although there is organization-wide support from our health and wellbeing administrator, this role does require carrying out a large amount of administration and record keeping.

We are able to offer a degree of flexibility around working hours, but would prefer hours to be completed over a minimum of three working days per week. The postholder should be willing to work occasional evenings to enable meeting with counsellors who volunteer in the evenings, and occasional weekends to facilitate meetings and training days for the entire London Friend counselling team.

Main Purpose of Job:

1. To oversee the day-to-day running of the counselling service, including a wide range of administrative tasks and record keeping.
2. To recruit, support and develop volunteer counsellors to deliver assessments and counselling sessions in accordance with London Friend's policies and procedures.
3. To recruit and liaise with clinical supervisors to ensure volunteers are supported and able to provide counselling in accordance with London Friend's policies and procedures.

Main Areas of Responsibility:

Counselling Service Administration

- To manage referrals into the service and maintain a waiting list of counselling clients
- To manage the assessment process including liaising with assessors, booking appointments and allocation of clients to volunteer counsellors
- To carry out some assessments of clients for the service
- To manage the use of the counselling rooms by counsellors
- To maintain accurate records of client assessments and to oversee the accurate submission of case notes by volunteer counsellors onto the London Friend database
- To arrange and attend regular meetings with clinical supervisors
- To arrange and attend regular meetings and training updates with counselling volunteers (these are generally arranged at the weekends)
- To provide clinical and other support to volunteer counsellors where the clinical supervisor is unavailable
- To make appropriate referrals internally or externally
- To maintain and increase income through donations to the service from counselling clients and from clients following completion of counselling

Recruitment of volunteers and clinical supervisors

- To recruit and manage London Friend counselling volunteers alongside the Volunteer Coordinator
- To recruit and manage clinical supervisors

Monitoring and Evaluation

- To maintain and develop monitoring and evaluation systems for counsellors and supervisors
- To maintain a database of current and of waiting list clients
- To provide quarterly progress and monitoring reports to the Chief Executive and the Management Committee
- To monitor the counsellors' administrative procedures and ensure that they are correctly adhered to. Other Duties
- To keep abreast of developments within the LGBT health sector.
- Support the Chief Executive in identifying and sourcing potential funding opportunities for the organisation.
- Work closely with the Antidote Drug & Alcohol Service Manager to increase referrals from Antidote service users into the counselling service
- Be self-administering, keeping up-to-date and accurate client records, including managing the record keeping of volunteers supporting the service.
- Attend regular staff meetings and supervision sessions.
- Be willing to take on additional duties as and when directed by the Chief Executive.

General responsibilities:

- To undertake general work as part of the London Friend team and to participate in team meetings and activities as required.
- To receive regular supervision from the line manager and assist in developing own personal development plans including attending training courses as required.
- At all times to work within London Friend's policies including Equal Opportunities, Health & Safety and Confidentiality; and to observe the requirements of the Data Protection Act and Health & Safety legislation as required.
- To work outside of normal office hours on occasional evenings or weekends as required.
- To undertake any other duties appropriate to the post, as requested by the Chief Executive that are consistent with the above.

Conditions:

This job description does not constitute a 'terms and conditions of employment'. It is provided only as a guide to assist the employee in the performance of their job. London Friend is an evolving organisation and therefore changes to the employees' duties may be necessary from time to time.

The job description is not intended to be inflexible or a finite list of tasks, and may be varied from time to time after consultation/discussion with the post holder

Permanent Contract: 18.5 hour week (this may include some unsociable hours for which Time Off In Lieu will be given); starting salary £29,000 per annum pro rata (£14,500 actual salary) inclusive of London weighting; annual leave entitlement 30 days per annum pro rata in addition to Bank Holidays; any other terms and conditions laid out in the staff policy and procedures.

Counselling Service Coordinator

Person Specification

Essential:

1. Counselling or psychotherapy qualification and experience of providing counselling or psychotherapy
2. Extensive experience coordinating a service or team of similar size
3. Demonstrable knowledge of the health needs of LGBT people and health inequalities affecting these populations
4. Extensive experience of managing people e.g. volunteers and supervisors
5. Ability to keep accurate and systematic records, produce monitoring reports and to evaluate the counselling service incorporating IT skills using MS Office and database management
6. Experience of managing conflict and disciplinary procedures
7. Understanding of confidentiality in a counselling context and knowledge of the Data Protection Act 2018 and GDPR
8. Demonstrable awareness of a range of theoretical approaches to counselling & psychotherapy, and an ability to support volunteer counsellors using different approaches
9. A commitment to the values of London Friend and an understanding of our organisational aspirations

Desirable:

1. Qualification and experience in providing clinical supervision for counsellors
2. Experience of managing or working in a successful LGBT health service
3. Knowledge & experience of Salesforce databases



Please complete this form in black ink or type and post it to:

The Chief Executive, London Friend
86 Caledonian Road
London
N1 9DN

Email: monty@londonfriend.org.uk

Please read guidance notes before completing this application form.
Please do not attach any additional documents
as they will not be included in shortlisting.

APPLICATION FORM

Confidential

Application for the position of:

Job Title	<input type="text"/>	Job Reference	<input type="text"/>
Closing Date	<input type="text"/>	Interview Date	<input type="text"/>

For Office Use

Interview Date/Time	1.	2.	Offer/Reject
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Personal

Preferred Title (eg Ms, Mr)	<input type="text"/>	Surname	<input type="text"/>
First Name(s)	<input type="text"/>	Date of Birth	<input type="text"/>
Address	<input type="text"/>		
Telephone: DAY	<input type="text"/>	EVENING	<input type="text"/>
Email Address	<input type="text"/>		

Present or most recent employment/voluntary work

Job Title	<input type="text"/>	From	<input type="text"/>	To	<input type="text"/>
Name of Organisation	<input type="text"/>				
Address	<input type="text"/>	Notice Period	<input type="text"/>		
Salary	<input type="text"/>	Other Benefits	<input type="text"/>		

To whom responsible

How many staff are you responsible for

Brief description of duties

Please indicate the position of the above job in the organisation within the staffing structure.

Why do you wish to leave/why did you leave?

What formal education, vocational/professional qualifications and training do you have?

You need only be specific about those which are relevant to the post.

Date	Examinations/Qualifications/Training Courses	Training Organisation

Previous work experience/voluntary work

Please start with most recent past experience.

From	To	Organisation's name and location	Your position and brief description of duties	Reason for leaving

Please add further jobs or relevant information to the blank page at the back of this form.

Health

Do you have any health problems that may affect your work?

YES / NO

If YES, please specify

If you have been absent from work for a period in excess of 1 month within the last 3 years, please give details.

Personal Information

Rehabilitation of Offenders Act 1974

Please give details of any current convictions. (Do not include spent convictions)

References

Please give the name and address of two referees, one of whom must be your present/most recent employer (paid or voluntary work) or academic referee. *(We will take up references before making an appointment but not usually contact them before an offer has been made.)*

First Referee:

Name

Address

Occupation/Relationship

Please tick box if reference can be taken up at any time

Second Referee:

Name

Address

Occupation/Relationship

Please tick box if reference can be taken up at any time

How do you meet our requirements?

In the Person Specification are listed the qualities that are required from the successful candidate. In the spaces below, please write in each essential or desirable criterion and then indicate how you feel you meet them.

Person Spec criterion number	
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Response

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Response

This page is for additional information in support of your application

Declaration

I declare that to the best of my knowledge and belief the information given on this form is correct:

SIGNED

DATE

Please note, if any particulars given by you in this application are found to be false or wilfully omit or suppress any material facts, you may be liable to dismissal if appointed.

Please return your completed application form to:
The Chief Executive, London Friend, 86 Caledonian Road, London N1 9DN
or email it to monty@londonfriend.org.uk
Please note electronic versions of the application form are available on request.

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EQUAL OPPORTUNITIES MONITORING FORM

London Friend is actively opposed to discrimination and is working towards equality of opportunity for all those who use our services.

To help us monitor our policy of equal opportunities, we would be grateful if you would complete this form and return it with your application. It will be separated from your application when it reaches us.

I do not wish to answer these questions

Do you identify as:

- Male
- Female
- Intersex
- Other
- Prefer not to say

Does your current gender identity differ in any way to that associated with the sex you were assigned at birth?

- Yes
- No
- Prefer not to say

Which of the following best describes your sexual orientation?

- Gay/lesbian
- Bisexual
- Heterosexual
- Other
- Prefer not to say

What age category do you come in?

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-over
- Prefer not to say

Do you consider yourself to have a disability? (Please note our offices and current satellite work locations are unfortunately not fully wheelchair accessible.)

- Yes
- No
- Prefer not to say

Are you registered disabled?

- Yes
- No
- Prefer not to say

How do you describe your ethnicity?

- White British
- White Irish
- White Other
- Mixed White/Black Caribbean
- Mixed White/Black African
- Mixed White & Asian
- Black Caribbean
- Black African
- Black other
- Asian Indian
- Asian Bangladeshi
- Mixed Other
- Asian Pakistani
- Asian Other
- Chinese
- Other
- Arabic

What is your current employment status?

- Regular employment
- Unemployed
- Pupil/Student
- Long term sick/disabled
- Volunteer
- Other

Do you have a faith?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- No religion
- Other religion
- Sikh