



## **Reach Out for Mental Health Clinical Volunteer and Student Counsellor Coordinator JOB DESCRIPTION**

**Job Title:** Clinical Volunteer and Student Counsellor Coordinator

**Location:** Atholl House, Chelmsford 16 hours a week/WFH

**Responsible to:** Operations Coordinator

**Salary:** £28,000

**Hours:** 37 hours a week Monday-Friday 11am-7pm

**Contract:** 2 year fixed term contract

**Closing Date:** TBC

**Interviews:** TBC

We welcome applications from people from all sections of the community, irrespective of race, ethnicity, gender, age, disability, sexual orientation, religion or belief.

**Please send a covering letter explaining how you meet the essential criteria outlined in the person specification to:** [keaton@reachoutfmh.co.uk](mailto:keaton@reachoutfmh.co.uk)

ONLY APPLICATANTS WHO CLEARLY MEET THE ESSENTIAL CRITERIA OUTLINED IN THE PERSON SPECIFICATION WILL BE SHORTLISTED FOR INTERVIEW. ASSUMPTIONS WILL NOT BE MADE ON JOB ROLE.

### **The Charity**

Reach Out for Mental Health (ROFMH) is a suicide prevention service operating in Essex set up to reduce the number of attempted and completed suicides in the area. (ROFMH) offers people a choice of support; free counselling provided by student counsellors, peer support coffee afternoons facilitated by trained volunteers and an out of hours crisis support service in Harwich. Our team is made up of a small army of dedicated and passionate human beings, most of whom have either personal lived experience of emotional distress/suicidal thoughts, have supported a loved one or have sadly lost someone to suicide. ROFMH was set up to support individuals who were feeling suicidal, overwhelmed or felt like they'd just hit a wall with life. All staff, volunteers and students are trained in suicide prevention techniques and are here to offer a safe, respectful and trusting environment to anyone who feels unable to cope.

### **Job Summary:**

Working alongside the clinical assessor and coordinator you will manage the referrals and coordinate them appropriately to either a student counsellor, volunteer befriender or a coffee group facilitator. You will have overall clinical responsibility for the counselling service delivered by ROFMH and be responsible for managing the case loads, reporting and welfare of all volunteers and student counsellors ensuring the smooth provision of support offered by ROFMH. You will also facilitate complex mental health training, provided online in addition to ensuring volunteers and student counsellors have completed all mandatory training required by ROFMH.

You will be responsible for assessing suitability of new venues for face to face counselling and coffee groups in Essex as the service expands into new areas in the County. To ensure the counselling service has a steady supply of student counsellors you will develop new and nurture existing relationships with learning providers E.G colleges and universities, conducting face to face and online meetings.

### ***Qualifications, Skills and Experience***

- Preferably a psychotherapy/counselling qualification.
- Preferably at least one year of experience managing and supporting student counsellors
- Preferably clinical experience of working with complex mental health conditions such as Bipolar Disorder, Schizophrenia and Personality Disorders as well as suicidality
- Preferably an accreditation/registration with BACP/UKCP/BPS/CPCAB or equivalent.
- Preferably experience of providing counselling.
- Experience in supporting adults in emotional distress and is confident in risk assessing and making decisions independently
- Knowledge of complex issues involved in therapeutic work.
- Understanding of issues regarding confidentiality and management of risk within a counselling service.
- Knowledge of, and committed to, equalities provision.

### ***Education***

- Preferably Higher Education Diploma or Degree

### **Specific Responsibilities:**

- To be responsible for the clinical management of the counselling service and liaise with the Operations Manager in relation to clinical matters, to ensure the overall management of the counselling service is in line with the aims and objectives of the organisation.
- To look for, view and assess new venues for face to face counselling and coffee groups
- To nurture existing and develop new working relationships with learning providers with a view to provide placements for their student counsellors
- To manage the counsellors and volunteers.
- To support other services within ROFMH as appropriate to ensure the organisations priorities are met
- To ensure appropriate supervision is in place for the counsellors and volunteers
- Ensure all mandatory training is completed and provide complex mental health training (resources are provided by ROFMH) to student counsellors 3 times a year
- To be responsible for the wellbeing, health and safety, training and personal development of the volunteers and student counsellors.
- To be responsible for the recruitment and induction of appropriately qualified and experienced bank counsellors and volunteer counsellors, as well as onboarding and support of student counsellors.
- Hold clinical responsibility for all client work for which supervision is provided
- Attend 90 minutes external clinical supervision once a month
- To maintain own accreditation and any CPD in line with the post.
- To support the Chief Executive and Board of Trustees in its governance and management of THE UPPER ROOM where clinical matters are concerned by:
  - providing regular reports to the Chief Executive for the Board of Trustees
  - attend Board of Trustee meetings by invitation, as requested
  - support the Board of Trustees in the development of long-term strategy where clinical matters are concerned
  - assisting the Board of Trustees in policy formulation in relation to clinical matters and being responsible for effective implementation