**Job Description**

**Job reference: GC1**

**Job Title:** Counsellor / Counselling and Wellbeing Co-ordinator **Salary:** £25,000 pro rata per annum  **Duration:** Part time (17.5 hours per week),

**Base:** YCSA, 48 Darnley Street

**Reports to:** YCSA Manager

**BACKGROUND**

Youth Community Support Agency (YCSA) provides holistic support through a variety of in-house services to ensure young people aged 12-25 from ethnic minority backgrounds have effective support to help them overcome barriers and reach positive destinations. The Counselling and Wellbeing Service forms one strand of this work. Support is also provided to parents/carers of the young people. The Counsellor/Counselling and Wellbeing Co-ordinator will work closely with the YCSA Office and Volunteer manager especially in relation to volunteer support.

This post is funded by Glasgow City Council Integrated Grants Fund initially until end September 2020.

**Summary of Job Purpose**

The Counsellor /Counselling Co-ordinator will:

* Provide a safe and effective Counselling and Wellbeing service to BME young people and/or their parents/carers.
* Ensure the delivery of best practice throughout the Counselling and Wellbeing service.
* Contribute to effective performance management within the service and contribute to service development.

**Key duties & Responsibilities**

**1. To provide a safe and effective Counselling and Wellbeing service**

* To provide counselling for BME young people and/or their parents/carers, assisting them to explore their circumstances, their feelings and the options open to them through recognised Counselling methodologies e.g. CBT or Person Centred.
* To assist in recruiting Counselling volunteers, ensuring all Counselling volunteers work to professional standards and YCSA policies and are supported in achieving these.
* To participate, and ensure volunteers participate, in supervision and ongoing training regularly in line with YCSA policies and procedures.
* To organise group supervision/development meetings for volunteers as appropriate.
* To develop and oversee a range of wellbeing services and initiatives, in conjunction with other YCSA staff and volunteers.
* To assess when a young person may be at risk and follow YCSA Child Protection/ Vulnerable Adult procedures.
* To maintain an awareness of own and other’s health and safety and comply with YCSA’s Health and Safety procedures.
* To assess which resources are appropriate in response to the needs of young people.
* To refer young people to appropriate YCSA or external services for further support as appropriate.
* To work as part of a team of the YCSA team and actively participate in team meetings.
* To utilise YCSA information systems to input information for each contact with a child or young person.

**2. To deliver best practice within the service**

* To co-ordinate and oversee the day to day running of the Counselling and Wellbeing service.
* To keep up to date with developments in best practice and relevant legislation.
* To ensure the service delivery standards and procedures are maintained.

**3. To contribute to effective performance management within the Counselling and Wellbeing** **service and contribute to service development**

* To develop, and work to, action plans for the delivery of the Counselling and Wellbeing service.
* To publicise the service and to liaise with a range of agencies including schools, health services and voluntary sector organisations to encourage appropriate referrals to the service.
* To liaise with Counselling training organisations and providers to encourage the recruitment of suitable volunteers.
* To comply with service standards in particular for accurate case recording and maintenance of case records and ensure volunteers do likewise.
* To contribute to the monitoring and evaluation of the effectiveness of the Counselling and Wellbeing service.
* To identify development opportunities that can further meet the wellbeing needs of vulnerable BME Young people/ families.
* To prepare reports on the outcomes of the service.
* To attend and contribute to briefings and training events.

**Person Specification**

**Job Title:** Counsellor /Counselling and Wellbeing Co-ordinator

**PVG Scheme:** The role requires the successful applicant to join the Protecting Vulnerable Groups Scheme (Disclosure of convictions) if not already a member. The post is subject to the Scheme Record being accessed prior to the post commencing and will be funded by YCSA.

|  |  |  |
| --- | --- | --- |
| **Experience, skills and knowledge sought** | **Essential** | **Desirable** |
| Qualifications/  Documentation | * Recognised Counselling qualification e.g. CBT or Person Centred Counselling * Registration with BACP and/or BABCP | * Recognised qualification in counselling supervision * Qualification/ experience in other wellbeing related services eg mindfulness * Full UK driving licence |
| Knowledge and Experience | * At least 2 years experience of providing counselling, to include experience of providing counselling to children/young people * Experience of providing appropriate interventions and support to young persons during times of crisis * Experience of child protection issues and the assessment of risk * Understanding of issues impacting on diverse ethnic minority groups in Scotland especially young people * Experience of networking and partnership working with a range of agencies * Up to date knowledge of best practice, research and legislation in relation to Counselling and young people * A youth-centred approach and understanding of young people’s rights and best interests | * Experience of undertaking work with diverse ethnic minority groups/ BME young people * Knowledge of working within voluntary sector organisations * Experience of managing staff/volunteers |
| Personal Skills | * Good verbal communication skills and ability to communicate appropriately with a range of people * Excellent listening skills * The ability to reflect on best practice and articulate recommendations with clarity * The ability to work independently and as part of team * Good organizational skills in relation to coordinating work involving others * Good time management skills including the ability to prioritise tasks and see tasks through to a timely completion * Ability to use Microsoft Office computer packages email and internet * Ability to write in a range of registers including report writing * Ability to maintain accurate records | * Ability to communicate in a minority language commonly used in Glasgow * Experienced in using a range of social media |
| Values and attitudes | * A non-judgmental outlook with the ability to handle difficult situations with sensitivity * Understanding of the importance of confidentiality and personal boundaries * Willing to take direction from other staff/ manager * Must display and embrace values of respect, responsibility, empower others, support, potential, equality, challenge and trust * Commitment to Inclusion, Equalities, Equal Opportunities and Anti-Discriminatory practice |  |