**Job Profile** School Counselling Project Manager

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| Reporting to | Therapeutic Services Manager for Schools and Community | Job Level: Manager/Clinical Supervisor/Senior Specialist |
| Service Area | Therapeutic Services |  |
| Location | Hybrid – Reed House and working from home |
| Contract | Maternity cover - Fixed term until 31 May 2026 |

# Where you fit

# Job purpose

YMCA Dialogue is a BACP Accredited service, providing counselling services in schools since 1994. Dialogue has built an excellent reputation with schools, professionals and commissioners and the service has developed and expanded over the years, now operating across Brighton & Hove, East and West Sussex, and Surrey. The post holder will manage counselling contracts, build and maintain relationships with schools, line manage Dialogue school counsellors, and ensure the highest quality counselling service is delivered to schools, children and young people.

# About us

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

• Housing provision and sustaining accommodation

• Specialist information, advice and support

• Emotional wellbeing and mental health

We are a member of the YMCA Federation of England & Wales and are guided by their vision of ‘transforming communities, so all young people can belong, contribute & thrive’. This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation. Our values - we welcome all, we inspire, we support, and we speak out - guide us in all our actions.

**Our values** - we do what’s right, we work with heart, and we build real connection - guide us in all our actions.

# Responsibilities

### Role Specific Responsibilities

1. To contract manage a portfolio of counselling services commissioned by schools and colleges, ensuring that YMCA DLG meets service level agreements and delivers a high quality service and achieves positive outcomes for children and young people.
2. To work closely with the Head of Service, Therapeutic Services Manager and Clinical Lead to meet the objectives of YMCA DownsLink Group Strategic Plan and service related business plans, including supporting growth.
3. To develop and maintain good working relationships with head teachers, school staff and other key professionals.
4. To represent the organisation to other agencies where school services are concerned, including multi-agency triage and other operational meetings
5. To be responsible for the performance, budget and financial planning of a portfolio of contracts related to schools counselling and other emotional well-being activities that are spot-purchased, commissioned or grant funded.
6. To contribute to service development, bringing knowledge and information about the needs of customers, service users and other locality related needs.
7. To be accountable for the line management of Therapeutic Services staff, ensuring their clinical supervision and ongoing learning and development needs are met.
8. To work closely with the Head of Service, Therapeutic Services Manager and Clinical Lead to support the implementation of outcome measures, adoption of data capture systems, new modalities and quality frameworks associated with your service portfolio.
9. To lead on Human Resource policies and procedures including recruitment, onboarding and induction of staff and their ongoing support whilst employed at YMCA DLG.
10. To keep up to date with current policies and developments in relation to CYP Mental Health and Emotional Wellbeing matters, local and national transformation activity to inform the development of service models.
11. Work with the Therapeutic Services Manager and Clinical Manager to ensure service standards comply with BACP accreditation and other relevant regulatory bodies.
12. To motivate and inspire all staff working remotely in school counselling settings and ensure that they remain connected to YMCA.
13. Retain oversight of safeguarding issues and concerns disclosed to YMCA DLG and the ongoing management of cases for children and young people.
14. Provide leadership and support to staff working within Dialogue to provide services safely and in line with children and young people’s needs.
15. To work with the Designated Safeguarding Officer, Child Protection leads in schools and other agencies to support staff to respond appropriately to child and adult safeguarding concerns and to effectively oversee safeguarding issues in line with YMCA DLG policies and procedures.
16. To ensure any complaints, legal matters and requests for counselling notes arising from clinical work are responded to in line with policy and procedure, taking advice as necessary from the Clinical leadership.

### Other Responsibilities

1. To set a positive example and promote the values and ethos of YMCA DLG to staff.
2. To be a role model for professionalism and commitment, equality and diversity.
3. Act as an ambassador for YMCA DLG
4. To attend own clinical supervision or reflective practice supervision
5. Comply with all YMCA DLG policies and procedures (in particular: Safeguarding Children and Adults, and Diversity & Inclusion), and always abide by the Code of Conduct.
6. To attend YMCA DLG mandatory training and abide by our policies and procedures on Safeguarding, Health and Safety and Diversity & Inclusion
7. To attend appropriate continuing professional development and training events and be committed to team events
8. Carry out any other appropriate duties as directed by the manager to support and promote the work of YMCA DLG in accordance with the post holder’s capabilities.
9. Be committed to continuing professional development and utilise Reflective Practice Supervision as part of leading Psychologically Informed practice
10. Comply with our policies and guidelines on safeguarding, health & safety, data protection and equity, diversity and inclusion, attend mandatory training, and abide by our Code of Conduct
11. Carry out any other duties as may reasonably be required by YMCA DownsLink Group, including deputising as appropriate in areas relevant to own responsibilities

# Person Specification

**Experience**

* A strong team player who can support and challenge colleagues appropriately
* Project management or project co-ordination with effective time management skills - ability to plan, organise and prioritise work and co-ordinate a variety of tasks in a clear and logical way and meet agreed deadlines
* Staff management including experience of identifying and supporting staff to manage safeguarding risks and embedding good practice in relation to keeping children and young people safe
* Have proven experience in safeguarding children and young people
* Experience of working as part of a multi-agency team desirable

**Skills and Abilities**

* Confidence in using IT Skills and systems
* Excellent written and verbal communication skills - ability to communicate appropriately with a wide range of people, professionals and external agencies
* Ability to manage performance within contracted work and maintain customer / commissioner relationships
* Ability to understand and contribute to strategic thinking

**Education and Training**

* A qualification in counselling or therapy is helpful but not essential.

**Knowledge**

* An understanding of the education system in England
* Knowledge of local statutory and voluntary agencies and mental health pathways for children and young people
* Knowledge of Children and Adult Safeguarding Legislation and Practice

**General**

* A commitment to the aims and values of the YMCA DownsLink Group
* Ability to travel across our geography

# Employee Declaration

I confirm that I have read, understood and agree to the expectations of the role as outlined in this job profile:

**Name: Signed: Date:**