



INVESTORS IN PEOPLE | Accredited
We invest in people Standard | Until 2025



Dear Applicant,

Thank you for your interest in the post of SASH Counselling Manager.

In this pack you will find:

- Job Description
- Person Specification

On our website you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that CVs **will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form should be sent to arrive no later than **9:00am on 20th of May 2024 by email to recruitment@metrocharity.org.uk**. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. Please also complete the Equality and Diversity monitoring form.

Interviews, likely held in person at our New Cross office, will take place in the **week beginning 27th of May 2024**.

For further information regarding this post please contact Tracey Dwamenah, Head of Mental Health and Youth Services on **020 8305 5000 ext 244 or by email, tracey.dwamenah@metrocharity.org.uk**.

We look forward to hearing from you.

Best wishes

Joel Robinson, Acting Co- CEO

METRO Woolwich
1st Floor Equitable House
7 General Gordon Square
London
SE18 6FH

METRO Essex
Suite 1 Perception House
50B Duke Street
Chelmsford
CM1 1JA

METRO Gillingham
Long Catlis Road
Parkwood, Rainham
Gillingham
Kent
ME8 9PR

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO New Cross
The Mulberry Centre
15 Amersham Vale
London
SE14 6LE

Job description

Key details

Job title	SASH Counselling Manager
Employment status	Full-time
Duration	Permanent
Salary/Wage	£35,356.56
Hours	35 hours a week, Monday – Friday with some occasional evening and weekend working
Line manager	Head of Mental Health, Youth Services and Designated Safeguarding Lead
Coordinated by	Director of Services
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is SASH London Offices (Ladbroke Grove and Soho) however there would be an expectation to also work from METRO Woolwich/METRO Lambeth/METRO GAD/METRO New Cross

Job outline

METRO, in partnership with Turning Point, NAZ and London Friend, delivers a model of sexual health support (SASH) throughout the three London boroughs of Hammersmith and Fulham, Kensington and Chelsea and Westminster. We are looking for a manager to lead the counselling team to deliver high-quality person-centred services within a busy inner London environment. The clients are from diverse communities affected by sexual health and mental health issues, and the role will support staff to work with people from communities such as LGBTQ and Black and Asian Minority Ethnic backgrounds and young people.

Programme

METRO, in partnership with Turning Point, NAZ and London Friend, deliver a model of sexual health support throughout the three London boroughs of Hammersmith and Fulham, Kensington and Chelsea and Westminster. Turning Point is the lead partner for the contract and a matrix staffing model is in place. The post-holder will be line-managed by METRO Head of Mental Health and Wellbeing and work alongside staff from other agencies. They will need to work closely with the Turning Point Operations Manager, contributing to management team

meetings, and working collaboratively with other managers across the service. The role will also be clinically supervised via independent supervisor arranged through METRO.

The post holder will also manage an additional contract under METRO called Cherish Hounslow. This contract is in partnership with NAZ, to deliver groupwork and counselling to LGBTQ+ BAME residents in Hounslow. There will be two posts to line manage in this contract, a group work lead and a counsellor.

Role

You will lead the liaison and development of work in the local community to promote referrals and joint working across the client pathway and be responsible for supporting the Operations Manager at Turning Point with reporting on the SASH counselling service. The post-holder will also work with the Head of Youth and Mental Health & Wellbeing, to manage Cherish Hounslow.

You will be required to lead and manage the therapeutic team including direct line management of counsellors for sexual health and HIV, LGBT HIV/Sexual health counsellor (supported by London Friend), Black African and other global majority counselling (supported by NAZ) and volunteers within all aspects of the programme. Also, the post holder will carry out clinical assessments, and recruit and line manage volunteer counsellors to support the programme. The postholder will also carry a small client caseload themselves.

The post holder will ensure the completion of all external and internal monitoring and evaluation requirements, including regular performance reports for funders for both services. This will involve the use of appropriate outcome measuring tools, including CORE, and maintaining good relationships with funders and other external stakeholders and partners through regular communication

Main tasks

1. To manage the SASH Counselling and Cherish Hounslow team and, ensuring that staff and volunteers receive support, guidance, regular supervision, and support the team to carry their case loads of clients.
2. Ensuring that referrals are dealt with appropriately, and that the assessment and allocation process is carried out according to policies and procedures.
3. Encourage a culture of continuous performance improvement at both an individual and service level.
4. Build a cooperative and collaborative team that is flexible and adaptable to changing requirements.
5. Assign work to team members, monitor and supervise the day-to-day delivery and quality standards of the work.
6. Participate in the recruitment and selection of new employees as part of the interview panel.
7. Undertake the induction of new employees and ensure they participate in the core training programme as appropriate, including undertaking probationary assessments and taking appropriate actions promptly.

8. Monitor contract performance against KPIs, SLAs, and providing regular reports to Line manager.
9. Participate and utilise management information and data collection systems as appropriate.
10. Ensure appropriate Health and Safety standards are maintained (against METRO and partner policies), complete regular risk assessments and ensure risks identified are managed and mitigated where possible.
11. Assist with service user goal planning as part of a multi-disciplinary team where appropriate.
12. Develop a team rota to ensure continued service delivery to service users including weekends and evenings (as part of a rota) and doing hands-on work where required.
13. Lead regular METRO/SASH team meeting that draws together METRO staff across the SASH programme.
14. Lead on shared learning between METRO and the SASH programme.

Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
An extensive and wide-ranging understanding of HIV and sexual health issues as well as an awareness of how they affect individuals.		Essential	Application form
Two years' work or volunteering experience of working within a sexual health service at management level		Essential	Application form
An detailed understanding of lesbian, gay, bisexual and trans issues as well as an awareness of issues for those questioning their sexuality/gender identity		Essential	Application form
A recognised counselling and/or psychotherapy qualification (BACP, UKCP)		Essential	Application form
A minimum of 350 supervised hours of one-to-one adult counselling		Essential	Application form
At least four years' experience of directing and supporting staff and volunteers		Essential	Application form/Interview
At least four years post-qualification experience of counselling work		Essential	Application form/Interview
Experience of representing an organisation externally at meetings and conferences		Essential	Application form/Interview
Demonstrated experience of managing risks associated with project		Essential	Application form/Interview

	Ability to work on own initiative, as well as an ability to work as part of a team	Essential	Application form/Interview
Comprehensive awareness of the challenges and discrimination experienced by marginalised communities and how intersectionality comes into play.		Essential	Application form/Interview
Experience of developing new services/projects and leading on complex partnerships		Essential	Application form/Interview
An understanding of the importance of confidentiality, Safeguarding and Child Protection as it relates to this work		Essential	Application form/Interview