



November 2018

Dear Applicant,

Thank you for your interest in the post of **METRO Counselling Project Lead for Young People**

Please find enclosed Recruitment Pack, which contains:

- Job Description
- Person Specification
- Application Form (separately attached)
- Guidance Notes for Applicants (separately attached)
- Monitoring Form (separately attached)
- METRO Equal Opportunities Policy Statement (separately attached)

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.

The completed application form together with the Monitoring Form should be sent to arrive no later than 9:00am **Monday 7th January** either:

- By post or hand to Human Resources Manager, METRO, N206 Vox Studios, 1-45 Durham Street, London SE11 5JH
- OR by email to recruitment@metrocharity.org.uk. If applying by email, you should include your full name in the message title, and your email and attachments must not exceed 5MB in size.

Interviews for this post will be held the week commencing Monday 7th January 2019.

For further information regarding this post, please contact the line manager of the role, Natalie Wood on 020 8305 5000 or via email to natalie@metrocharity.org.uk.

We look forward to hearing from you.

Best wishes,

Helen Barnes
Human Resources Manager



METRO Counselling Project Lead for Young People JOB DESCRIPTION

CONTRACT:	Until March 2020, with possibility of extension
SALARY:	£28,950 pa
HOURS:	35 hours per week
LINE MANAGED BY:	Counselling Services Manager
ACCOUNTABLE TO:	Head of Mental Health and Wellbeing
PLACE OF WORK:	METRO London Offices (Woolwich, Vauxhall)

Job Summary

This is an exciting opportunity for a qualified counsellor to build on the success of METRO's existing counselling services by contributing to the development and leadership of a counselling project for young people aged 8-25 across London.

The counsellor will act as the first point of contact for young people coming into the service, carrying out initial counselling assessments for new clients. They will also provide one-to-one counselling to clients themselves, as well as helping to recruit and co-ordinate a team of volunteer counsellors to support the delivery of this service. This service will also be supported by the new 'Young Person's Counsellor' post.

Additionally, the post holder will contribute to the design and provision of family support, therapeutic group activities, signposting and crisis support for young people accessing the service, dependent on need. They will manage referrals and work in conjunction with other services within METRO to ensure young people accessing the service receive support that is right for them.

METRO provides comprehensive training and ongoing CPD to all staff, including training and development around issues relating to sexual orientation and gender identity. Whilst a good working knowledge of these issues is desirable for this post, we are also interested in hearing from candidates with a commitment to valuing diversity and difference, and a willingness to develop their knowledge in these areas.

This is a chance for the right candidate to contribute to establishing a new counselling project within a successful and oversubscribed existing counselling service, supported by an experienced team within METRO's Mental Health domain.

Main Tasks

- Develop and manage an assessment and counselling service for young people as part of the METRO Mental Health service.
- Carry out clinical assessments of young people referred for counselling services.
- Hold a caseload of clients for one to one counselling service provision.
- Work with the METRO's Counselling Services Manager and Head of Integrated Youth to develop and maintain a seamless referral process and protocol to ensure an integrated approach when supporting clients accessing the service.
- Liaise with METRO's Counselling Services Manager, and other local counselling service leads, to recruit, induct and line manage volunteer counsellors for the service on an ongoing basis.
- Refer clients as appropriate to volunteer counsellors working within the service.
- Carry out risk assessments, and support volunteer and sessional counsellors in writing safeguarding reports.
- Provide regular evening counselling service cover on agreed weekday evenings.
- Complete required reporting for all associated contracts to deadlines, and provide any additional information as requested.
- Undertake all administrative work generated by the post, as well as supporting with general admin generated by mental health services.

General

Other duties

- Attend team and full staff meetings and regular supervision, and to undertake appropriate training as agreed.
- Any other duties as may be reasonably required and negotiated with the line manager and a flexible approach to shifting contract targets.
- Adhere to METRO policies and procedure at all times.

- Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act and METRO's Information Governance Policies.
- 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 models as indicated by your line manager.
- Attend monthly formal and/or informal supervision, as requested, with the line manager including PDPs and reviewing development objectives and overall performance against the competency framework.
- Participate at major events and providing regular office cover as part of the staff team.
- Undertake some evening and weekend work, sometimes at short notice.
- Support and participate in volunteer recruitment, induction and supervision.
- Keep up to date with issues for LGBTQ+ young people as well as alcohol misuse and mental health issues.

PERSON SPECIFICATION

Qualifications and experience	Knowledge, skills and abilities	Essential or desirable	Application form, interview or both
BACP registered counsellor, willing to work towards accreditation		Essential	Application form
Above criterion should include 450 hrs supervised 1:1 practice		Desirable	Application form
Have a good understanding of the issues affecting lesbian, gay, bisexual and transgender young people, as well as an awareness of issues for those questioning their sexuality/gender identity (training will also be provided)		Essential	Application form and interview

Have previous experience of working with young people in a counselling or other support capacity		Essential	Application form and interview
Experience of carrying out clinical assessments		Essential	Application form and interview
	Knowledge of safeguarding and child protection	Essential	Application form and interview
	An ability to communicate clearly and offer support in a sensitive and non-judgmental manner which respects diversity.	Essential	Application form and interview
	An ability to work as a part of a team and on own initiative and experience of managing staff or volunteers.	Essential	Application form and interview
	An understanding of the importance of confidentiality as it relates to this work and young people, and able to conduct Fraser Guidelines, CSE and Safeguarding assessments as relevant to counselling services.	Essential	Application form and interview
	An ability to plan and manage own workload to target	Essential	Application form and interview
	An ability to be flexible with working pattern dependent on referrals.	Essential	Application form
	Excellent organisational skills. Confident with I.T. including the ability to use MS packages	Essential	Application form