



5 April 2019

Dear Applicant

Thank you for your interest in the post of METRO Support and Advice on Sexual Health (SASH)  
Counselling Service Manager

Please find enclosed a 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 1<sup>st</sup> May 2019 either:

- By post or hand to Human Resources Manager, METRO, Vox Studios, 1-45 Durham Street, London SE11 5JH
- OR by email to [recruitment@metrocharity.org.uk](mailto: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 on 9<sup>th</sup> May 2019.

For further information regarding this post, please contact the line manager of the role, Fred Crossman on 020 8305 5000 or via email to [fred@metrocharity.org.uk](mailto:fred@metrocharity.org.uk).

We look forward to hearing from you.

Best Wishes,

Helen Barnes  
Head of HR and Volunteering



METRO Support and Advice on Sexual Health (SASH)  
Counselling Service Manager  
JOB DESCRIPTION

CONTRACT:	March 2020 – with the possibility of extension
SALARY:	£32,769 p.a
HOURS:	35 hours per week
LINE MANAGED BY:	Head of Mental Health and Wellbeing
ACCOUNTABLE TO:	Head of Mental Health and Wellbeing
PLACE OF WORK:	SASH London Offices (Ladbroke Grove and Soho offices), and METRO London Offices (Vauxhall, Woolwich)

### Job Summary

METRO In partnership with Turning Point, NAZ, London Friend, and Marie Stopes, 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 will 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.

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 with reporting on the counselling service.

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 minority ethnic 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 case load themselves.

### Main Tasks

1. To manage the SASH Counselling team, 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.

General

- 15. Attend team and staff meetings, for both SASH and METRO, regular supervision, and undertake appropriate training as agreed.
- 16. Any other duties as may be reasonably required and negotiated with the line manager and a flexible approach to shifting contract targets.
- 17. Adhere to METRO policies and procedure at all times.
- 18. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act and METRO’s Information Governance Policies.
- 19. 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.
- 20. Attend monthly formal and informal supervision, as requested, with the line manager including PDPs and reviewing development objectives and overall performance against the competency framework.
- 21. Attend relevant team and METRO-wide meetings and training as possible.
- 22. Participate at major events and provide regular office cover as part of the staff team.
- 23. Undertake some evening and weekend work, sometimes at short notice.

General Personal Specification

Qualification, Knowledge &	Skills and Abilities	Essential or	Application Form,
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Experience		Desirable	Interview, Presentation
An in-depth understanding of HIV and sexual health issues as well as an awareness of how they affect individuals		Essential	Application Form
Experience of working within a sexual health service at management level		Desirable	Application Form
An in-depth 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 & Interview
A minimum of 350 supervised hours of one-to-one adult counselling		Essential	Application Form
Demonstrated experience of managing staff and volunteers		Essential	Application Form & Interview
BACP/UKPC recognised clinical supervision		Desirable	Application Form & Interview
At least 3 years post-qualification experience of counselling work		Essential	Application Form & Interview
Experience of representing an organisation externally at meetings, conferences and public meeting		Desirable	Application Form & Interview
Experience of recruiting, working with, and supervising volunteers		Essential	Application Form & Interview
Demonstrated experience of identifying and dealing with potential service delivery shortfalls and the ability to design and implement recovery plans		Essential	Application Form & Interview
	Skilled therapeutic assessor of clients and able to assign appropriately to a diverse	Essential	Application Form & Interview

	programme of support		
	Ability to work on own initiative, as well as an ability to work as part of a team	Essential	Application Form & Interview
An understanding of discrimination and how this can affect different communities		Essential	Application Form & Interview
Experience of training and supporting staff to undertake assessments and manage a complex caseload		Essential	Application Form & Interview
	The ability to offer advice, information and informal support both face to face and by telephone in a sensitive, non-judgmental manner	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
	Enthusiastic and committed approach to work	Essential	Application Form & Interview
	Providing effective coaching to team members in the required technical and behavioural competencies.	Essential	Application Form & Interview
Excellent organisational & facilitation skills. Confident with I.T. including the ability to use MS packages		Essential	Application Form & Interview
A flexible approach to working evenings and weekends		Essential	Application