



MAYOR OF LONDON



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**26 July 2022**

Dear Applicant

Thank you for your interest in the post of **LGBTQ+ Counselling and Groupwork Lead**.

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** part of your application; we will only be short-listing filled out application forms.

Your completed application form, together with your completed monitoring form, should be sent to arrive **no later than 9 am on Monday 22 August** by email to [recruitment@metrocharity.org.uk](mailto:recruitment@metrocharity.org.uk). Please include your full name in the message subject line. Your email, including attachments, must not exceed 5MB in size. We cannot accept applications by post at this time.

Interviews, likely held over Zoom, will take place on **Tuesday 30 August**

For further information regarding this post, please contact **Giuseppe Picuccio** by email at [giuseppe.picuccio@metrocharity.org.uk](mailto:giuseppe.picuccio@metrocharity.org.uk).

We look forward to hearing from you.

Best wishes

Andrew Evans  
(Interim CEO)

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London  
SE10 9EQ

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

# Job description

## Key details

<b>Job title</b>	LGBTQ+ Counselling and Groupwork Lead
<b>Duration</b>	Fixed-term until 31 <sup>st</sup> July 2023, with the possibility of extension
<b>Salary/Wage</b>	£28,950 pa pro-rata (equating to £14,475 pa)
<b>Hours</b>	17.5 hours per week
<b>Line manager</b>	TBC
<b>Coordinated by</b>	Head of Mental Health & Wellbeing
<b>Employer</b>	METRO Charity (The Metro Centre Ltd)
<b>Location</b>	Community-based in venues and offices in Hammersmith & Fulham (with our partner organisation Naz) as well as community-based venues in the London borough of Hounslow.

## Job outline

The LGBTQ+ Counselling and Groupwork Lead will deliver a series of group work sessions in the community, as well as one-to-one counselling for people with low-level mental health needs. They will be part of our Cherish mental health support programme, in partnership with Naz, and working across the London boroughs of Hammersmith & Fulham and Hounslow.

### Programme

The post-holder will source community venues and locations in Hounslow, and Hammersmith & Fulham and deliver a series of groupwork sessions for those from LGBTQ+ communities vulnerable to low level mental health issues such as anxiety and depression. The aim is to improve health and wellbeing and prevent people dropping into crisis around their mental health needs.

### Role

The post-holder will deliver a series of groupwork sessions as well as conduct one to one counselling with a small cohort of clients.

## Main tasks

1. Deliver a therapeutic groupwork service for LGBTQ+ people, including delivering wellbeing sessions, using mindfulness and CBT techniques to improve mental health outcomes.

(Running up to 10 courses per year, with six sessions in each course, each session lasting 2 hours).

2. Deliver a series of one to one counselling sessions (short-term therapy) to a small cohort of clients. (around 1-3 clients per week offered up to six sessions each).
3. Contribute to performance reports for funders, including collecting and presenting data.
4. Supervise and line manage sessional co-facilitators, volunteers and/or student counsellors that wish to volunteer for the programme.
5. Directly provide LGBTQ+ communities with therapeutic support, both groupwork and one to one sessions and, where necessary, signpost/refer to relevant services.
6. Use direct therapeutic techniques to improve and strengthen people's sense of mental health and wellbeing, including exploring topics such as: living with and managing anxiety and depression, reducing isolation, building a sense of community and social contacts, reducing internalised homo/les/bi/trans phobia.
7. Conduct one to one counselling sessions with clients where appropriate and offer a short-term goal-orientated model of counselling, up to six sessions with each client.
8. Attend multi-disciplinary team meetings and develop good relationships with key stakeholders, including working closely with our partners, Naz, and their counselling and services team.
9. Keep abreast of current issues, developments, legislation, and guidance in the field of mental health and wellbeing as it pertains to LGBTQ+ communities.
10. Record notes and keep up-to-date client records in line with METRO's information governance, service governance, and legal and statutory duties when working with complex, vulnerable clients.
11. Attend monthly Cherish programme team meetings.
12. Deal with safeguarding and child protection issues and support other team members to recognise, record actively, and report any safeguarding concerns to the safeguarding lead in line with METRO's safeguarding policy and procedures.

## 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 the 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

Qualification, Knowledge & Experience	Skills and Abilities	Essential or Desirable	Application Form, Interview, Presentation
A BACP accredited counselling diploma qualification or equivalent		Essential	AF & I
	Skills and ability to deliver groupwork in a community-based setting	Essential	AF & I
Experience delivering counselling on a one to one basis to clients from the LGBTQ+ community		Essential	AF & I
Experience leading projects and managing staff and volunteers competently		Essential	AF & I
In-depth knowledge and understanding of the mental health needs of LGBTQ+ communities and the social and economic determinants of health and wellbeing		Essential	AF & I
Understanding of approaches such as CBT, mindfulness and creating a positive groupwork approach to managing mental health		Desirable	AF & I
At least two years of experience of delivering counselling in a one to one setting		Essential	AF & I
Experience of working in a team delivering a partnership project		Desirable	AF & I
	Able to demonstrate resilience when handling traumatic issues	Desirable	AF & I
Understanding of safeguarding principles and good practice		Essential	AF & I

Experience of delivering groupwork or one to one support in a multi-cultural, diverse setting		Desirable	AF & I
	Good assessment and counselling contracting skills	Essential	AF & I
		Essential	AF & I
Experience of signposting to other agencies, and working to support clients to access other services		Desirable	AF & I
Experience in facilitating groups of clients or service users in psycho-educational and peer-led programmes		Essential	AF & I
	IT skills – Experience of using Word, Excel, Outlook, and using databases	Essential	AF
Understanding of confidentiality and boundaries as related to this work		Essential	AF & I
	Ability to travel across London boroughs of Hammersmith & Fulham and Hounslow	Essential	AF
Experience in building and maintaining key stakeholder relationships		Essential	AF & I
Contribute to regular performance reports for funders, including collecting and presenting data on projects.		Essential	AF & I