



# Service Manager Role Description - 2021

## Background

Counselling Together is a counselling agency operating from six different venues across the New Forest Area. We typically have between 8 to 10 counsellors (professionally trained) and have counselled over 500 individuals (including some couples) since we were established in 2004.

The charity has been registered with the Charity Commission since 2004 and our Board of Trustees come from churches across the New Forest. In addition we have an active Council of Reference, who between them offer valuable pastoral, medical, legal and financial support and advice.

Most of our counselling work is voluntary, and the counselling service is facilitated in partnership with a number of churches across the New Forest. This consists of primarily three key but distinct areas:

- The use of Church premises for counselling rooms
- Financial support to the Bursary fund to help clients in need with Counselling fees
- Hosting of training and seminars of benefit to the local Church or Churches on areas of the charities expertise (eg Bereavement, Depression, Pastoral Support)

Counselling Together is affiliated to the Association of Christian Counsellors (ACC), and holds both Professional Indemnity Insurance and Trustees Indemnity Assurance policies. The counsellors are all Christians, but the service is open to people of all faiths or none.

## What is Involved?

This is an important role to help manage the overall delivery of the charity. The Service Manager works in partnership with the Counselling Manager, taking operational responsibility for the service. The role reports to the Trustees and provides management and administration for the team. There is direct management responsibility for a Bookkeeper (part-time) and in the past this has also been an Administrator.

## Who would this Role Suit?

The post requires good communication skills, experience in management and a heart to see those persons struggling in life come to a better place of emotional health. It does not require any specialist knowledge of counselling but is more involved with team building and handling administration, finance and marketing of the service. It would suit someone who wishes to use their management skills in serving community. The hours can be worked flexibly to suit the individuals schedule and other commitments. This would be an ideal area of service for someone with a heart for the pastoral / counselling ministry and a desire to serve the New Forest area.

### **Counselling Together DISCLAIMER for "Policies and Procedures documents"**

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## Responsibilities

The duties of the Service Manager vary each month, with a variety of weekly and monthly tasks as well as different longer reach projects to be involved with. The primary responsibilities are as follows:

- Supporting the Counselling Manager in recruiting and assessing new counsellors and supervisors, including induction and the setting and monitoring of standards of service.
- Arranging and managing the trustees' meetings in liaison with the Chair of Trustees.
- Annual reporting on behalf of the charity to the Charity Commission.
- Overseeing the financial position of the Charity in association with the Bookkeeper, including weekly payment of invoices, managing cash flow, assessing counselling fees and the use of the Bursary fund.
- Working with the Counselling Manager in marketing and advertising the service, raising its profile to balance counsellor availability and referrals, and encouraging donations to the service.
- Overseeing and reviewing the Policies and Procedures and ensuring these meet the requirements of both the Charity Commission and professional good practice. In particular ensure that an annual Risk review is undertaken.
- On an annual basis ensuring the provision of adequate and cost effective insurance to support both the counsellors and Trustees.
- Managing the online services required to support the charity, including internet hosting and liaison with the website developer.
- Arranging and attending team meetings and team building events.
- Liaising with supporters and producing a newsletter to supporters approximately three times a year.

## Terms of role

Employed by:	Counselling Together (registered charity no. 1108406)
Responsible to:	Counselling Together Chair of Trustees
Key relationships:	Trustees and Council of Reference, Counselling Manager, Counsellors, Bookkeeper, supporters
Length of contract:	Permanent, subject to a six month probationary period, with reviews at three and six months, then every six months thereafter
Place of work:	Home working
Hours of work:	This is a flexible part-time role with an expectation of 6-8 hrs per week.
Holidays:	Based on statutory requirements (28 days incl bank holidays pro rata)
Expenses:	Reimbursed as required and when within budget
Pay:	£16 per hour

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