

JOB DESCRIPTION

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| **Job Title** | Service Team Lead (Adult Relationship Counselling) |
| **Place of Work** | Based in 3 Glengall Street, Belfast, with travel through Northern Ireland as required |
| **Reports to** | Senior Team Lead |
| **Salary** | £37,570 - £43,772 pro rata |
| **Working Hours** | 12 hours per week. On occasions the demands of the job may require work outside these hours. Arrangements to be agreed between manager and post-holder  Additional clinical hours available for suitably qualified candidate. |
| **Holiday Allowance** | 25 days per year, pro rata  12 statutory days’ pro rata  The Relate NI holiday year runs from 1 April to 31 March. |

### Background

### Relate NI is the leading relationship support charity in Northern Ireland and has been working to support people and their relationships since 1947. We provide a range of therapeutic services and education programmes to people throughout Northern Ireland. Our vision is of a future where healthy relationships are at the heart of a thriving society, and our mission is to make expert information and support for healthy relationships available to everyone. We are currently recruiting for a Service Team Lead to be part of our clinical team.

### Overall Job Purpose

To assist the Senior Team Lead in the effective and efficient management of quality services to Relate NI clients by:

* To ensure a central focus on clients/customers in Relate NI services
* Providing leadership and support to a team of counsellors. This includes but is not limited to line management of staff.
* To develop and grow high quality organisational services, including counselling, information and training in line with the needs and expectations of people we work with.

**Main Duties and responsibilities**

**Customer and Client Focus**

* Provide support and leadership to the team to ensure the delivery of high-quality services to clients
* Develop understanding and evidence base of client needs and develop team skills in line with demand
* Link with the designated team to ensure counsellors are working to agreed capacity within individual caseload.
* Support the development of organisational information and communication activities.
* Use expertise and understanding of client groups to support innovation and the smooth running of service delivery
* Contribute to and help maintain a harmonious and therapeutic environment.

**Leadership and Support**

* Ensure effective communication within and across the team through regular line management and team meetings/briefings
* Act as the first point of contact for line management responsibilities with team members and ensure the consistent application of policies and procedures
* Build trust and lead team by role modelling Relate NI values and professional ethics/standards
* Promote a positive working atmosphere by supporting a culture of empowerment, transparency, and development
* Align team and individual objectives with organisational strategy
* To attend and represent Relate NI at meetings and conferences as required.
* Champion and promote effective team working within and across teams, supporting and celebrating innovation.
* Engage with service commissioners and project partners as required.
* Liaise with Business Operations Lead to report and update on all relevant HR/ staffing changes/issues.
* Liaise with Appointments Team to advise of any counsellor absences and action required in managing client.

**Service Quality and Development**

* Ensure adherence to relevant Ethical Framework
* Evidence, scope and plan an annual programme of Continuing Professional Development in line with professional standards, service needs and client expectations.
* Manage risk and safeguarding issues in accordance with Relate NI policy and procedures
* Collation of statistical data, analysis of data, trends and current practice and reporting in relation to caseload management, beneficiary profiles and waiting list management
* Monitor team mandatory routines including adequate and timely completion of client records and timely appointment slot updates
* Review and develop services to meet both current and future needs of people we work with
* Implement agreed appropriate outcome measure for services
* Ensure current knowledge of professional and managerial strategies, policies, and best practice models
* To review complaints, compliments, CORE scoring and evaluation results to determine client stakeholder levels and service impacts in relation to health and wellbeing indicators

**Team and Partnership working**

**Personal Development**

* Is committed to regular personal review and appraisal meetings
* Identify and understand own strengths and development needs and take personal responsibility for continued development, requesting support when required

**General**

* Members of staff are expected to treat those with whom they come into contact in a courteous and respectful manner in accordance with the Dignity at Work Policy.
* All staff must co-operate with others on health and safety and not interfere with, or misuse anything provided for their health, safety, or welfare
* All staff must take care of their own health and safety and that of people who may be affected by what they do (or do not do)
* The Team Lead will maintain high standards of personal accountability and will
* represent and promote the aims, values, and principles of Relate NI, with particular emphasis on equal opportunity
* This role will may require some travelling throughout Northern Ireland and will require access to a mode of transport

*This job description is neither exhaustive nor exclusive and may be reviewed and amended in the future to include any other reasonable duties, projects or tasks as may be requested from time to time and to reflect changing organisational requirements, changing staffing levels etc.*

**PERSON SPECIFICATION – Service Team Lead (Adult Relationship Counselling)**

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| **Education** | * Educated to a minimum of Diploma L 4 in Counselling and   Postgrad Diploma in Systemic Practice  or  L5 Diploma in couples/relationship counselling or equivalent.   * Evidence ongoing continued professional development in the last 3 years |
|  | * Accredited counsellor (BACP or equivalent) with 300 hours of practice in the 3 years |
| **Knowledge** | * Knowledge and experience of various counselling modalities * Knowledge of the importance of impact measurement to grow and develop high quality service * Knowledge of current issues facing families, couples and children and young people in today’s society |
| **Skills** | * Excellent communication skills with previous experience of report writing and delivering presentations to a range of audiences * Excellent organizational, planning and time management skills * The ability to critically analyse information and interpret research * Strong IT Skills and the ability to use computer software packages * Strong organisational skills |
| **Experience** | * Experience of working relationally in a therapeutic context * Experience of all aspects of leading and managing a staff team * Experience of developing, leading the implementation of and reporting on policies and procedures * Experience of working collaboratively and in partnership with external agencies * Experience of using data to improve the quality of services and of service users’ experiences. * Experience of developing and delivering training initiatives |
| **Personal Characteristics** | * Ability to prioritise, meet deadlines and use own initiative * Problem solving and solution focused in the work arena * Demonstrate commitment to continuous improvement through the use of quality assurance systems * Team player * Ability to understand and accept accountability for casework |
| **Other** | * Access to a car with appropriate insurance and a valid driving license or be otherwise able to fulfill the mobility requirements of the post * Have completed training in remote counselling such as “How to do Counselling Online” by the Open University and BACP |