

**Community Base**

**113 Queens Road**

**Brighton**

**BN1 3XG**

t: 01273 234839

e: info@mindout.org.uk

reg. company no. 7441667

Charity Number 1140098

August 2015

July 2017

Dear Applicant,

Thank you for your interest in the **Counselling Coordinator** post with MindOut.

Enclosed with the application pack are:

* a job description and person specification
* background information
* an application form

If you would like this information in another format, e.g. large print or audio recorded please let us know.

The post is for 14 hours per week. These hours can be worked flexibly and you must be available for occasional work in the evenings. You will be responsible for setting up and running a counselling service for LGBTQ people, for recruiting and supporting a volunteer counsellor team, for assessing referrals for trainee counsellors and for managing a waiting list.

Funding for this post has been agreed until April 2018 and MindOut hopes to run the service until March 2019 whilst we review its sustainability. The post holder will be based in our office at Community Base, 113 Queens Road, Brighton. More information about the role is contained in the Recruitment Information section below.

The salary is £22,500 for 14 hours per week pro rata, ie £9,000. MindOut provides up to 5% of salary contribution to a personal pension scheme, depending on employee contribution. The post holder is entitled to 29 days leave per year, excluding bank holidays, pro rata for hours worked.

Applications will be judged according to the criteria of the job description and person specification as required by our Equality, Diversity & Anti-discrimination and Recruitment Policies. Please make sure you answer every point in the person specification on your application form, paying attention to essential criteria. All successful applicants are subject to an enhanced DBS check. This post is subject to a probationary period of 6 months.

Please return your application form to myself at the above address. I regret we are unable to accept late applications. The closing date for applications is **12 noon on Wednesday 2nd August** and interviews will be held on **Monday 7th August.**

Yours sincerely, Helen Jones, CEO MindOut

**MindOut**

**lesbian, gay, bisexual transgender and queer mental health service**

**Job Description**

**Job Title:** Counselling Service Coordinator

**Responsible to:** Senior Practitioner

**Summary of Duties**

To recruit, train and support volunteer counsellor team, to manage the assessment and allocation of referrals, to promote and publicise the service, to manage a client waiting list, to ensure smooth running of the service and quality standards.

**Main tasks, Project related**

* to recruit, support, induct, coordinate and manage volunteer counsellors including giving clinical advice and support as required
* to process counselling applications
* to assess clients for trainee counsellors and in their second year of training support them to develop client assessment skills
* to allocate clients to counsellors taking into account counsellor’s caseload, experience and competence and practicalities such as availability and client requests
* to plan, coordinate  and provide training for volunteer counsellors
* to arrange clinical supervision for volunteer counsellors, recruit and liaise with clinical supervisors
* to liaise with counselling training institutions including providing information on behalf of student counsellors as required
* to chair and minute monthly counselling team meetings
* to develop counselling service policies and procedures in line with the BACP’s Framework for Good Practice in order to achieve BACP registration for the service
* to ensure the counselling service adheres to MindOut’s internal policies and procedures and the BACP’s Framework for Good Practice
* to maintain strict confidentiality with regard to information given by and information about clients
* to support service user participation throuhgout MindOut services
* to publicise and promote the counselling service
* to work with the Senior Management Team to develop the counselling service
* to provide monthly monitoring reports, waiting list updates and to develop evaluation tools for the service
* to participate in other MindOut activities as required eg Brighton Pride

**General Responsibilities**

* to attend as appropriate meetings with the CEO, staff team and Trustee Board
* to carry out other such tasks as appropriate in negotiation with the CEO, which may be reasonably expected
* carry out all responsibilities with regard to MindOut’s Equality, Diversity and Anti-discrimination Policy and all other policies
* to participate in relevant training and self development

This job description will be reviewed periodically with the post holder to take account of changing demands.

**PERSON SPECIFICATION**

See below the experience, skills, knowledge and competencies required to carry out the tasks described within the job description.  Please ensure that you use examples to demonstrate how you meet each individual criterion on your application form. Criteria marked ‘A’ will be used to shortlist candidates and criteria marked ‘I’ will be assessed during the interview stage.  Criteria marked E are Essential to the role, D are desirable for the role.

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|   |   **Education and Training**  | **Assess****ment** **Process**  | **Essential** **or** **Desirable**  |
| 1  | Counselling qualification to diploma level  | A&I  | E  |
| 2 | Membership of BACP, UKCP or similar professional body | A&I | D |
|   |  **Experience**  |   |   |
| 3  | Experience and an understanding of mental health issues. Personal experience will be viewed positively  | A&I  | E  |
| 4  | Personal understanding and experience of lesbian, gay, bisexual, trans and queer identities  | A&I  | E  |
| 5  | Experience of working within voluntary sector counselling services  | A&I  | D  |
| 6  | Experience of recruiting, managing and training volunteers    | A&I  | D  |
| 7  | Experience of the assessment of clients for counselling  | A&I  | E  |
| 8  | Sufficient experience as a practising counsellor to hold a senior role, able to support less experienced counsellors   | A&I  | E  |
| 9  | Experience of considering ethical dilemmas and supporting other counsellors in their clinical practice | A&I  | E  |
| 10  | Experience of writing and reviewing policies, procedures and reports  | A&I  | E  |
| 11  | Experience of and commitment to working within the BACP’s Framework for Good Practice    | A&I  | E  |
| 12  | Experience of an affirmative approach to LGBTQ mental health issues  | A& I  | E  |
|  13  | Experience of service user participation  | A&I  | E  |
|  |  **Skills and Abilities**  |   |   |
| 14  | Ability to prioritise and organise own work and can use own initiative  | A&I  | E  |
| 15  | Ability to engage with vulnerable adults and people in distress  | A&I  | E  |
| 16  | Ability to establish and maintain positive professional boundaries  | A&I  | E  |
| 17  | Written and oral communication is concise and accurate  | A&I  | E  |
| 18  | Personal qualities including empathy, integrity, humility and ability to engage in reflective practice   | A&I  | E  |
| 19  | Ability to work flexibly as part of a team, supportive and able to understand impact of role on others  | A&I  | E  |
| 20  | Prepared to work flexibly including occasional evenings  | A  | E  |
| 21  | Strong communication and interpersonal skills and the ability to develop and maintain relationships with a wide range of colleagues and organisations  | A&I  | E  |
|  22 | Excellent organisational skills, including IT, in order to manage complex client data  | A&I  | E  |
|  |  **Knowledge**  |   |   |
| 23 | Understanding of the need for and methods for monitoring and evaluating the effectiveness of project delivery  | A & I  | E  |
| 24 | Understanding of and demonstrable commitment to equal opportunities and understanding of diversity within LGBTQ communities  | A&I  | E  |

**MindOut Recruitment information July 2017**

**Who we are**

MindOut has been run by and for LGBTQ people with lived mental health experience for 18 years.

Our services include:

* advice and information
* mental health advocacy, including urgent need advocacy
* trans specific advocacy and group work
* peer support group work
* peer mentoring
* on-line support
* wellbeing courses and workshops
* suicide prevention initiatives, including Out of the Blue peer support group
* social groups and outings
* LGBTQ affirmative practice training and trans awareness training

All of our work is provided by out LGBTQ mental health workers. We aim to create safe spaces for people to be LGBTQ and explore their mental and physical health.

**Counselling Service**

MindOut is setting up a counselling service run by and for LGBTQ people. Counselling will be provided by a team of volunteers, a mix of qualified and trainee counsellors. The Coordinator will recruit volunteers, provide an in-house training programme, liaise with external supervisors and allocate clients. The service will aim to keep waiting times between referral and assessment and between assessment at start of counselling to a minimum, communicating regularly with those who are waiting. All clients will make a financial contribution based on a self-defined sliding scale, a minimum contribution of £5 per session.

This is a new service, being set up after the recent closure of the LGBT Switchboard counselling service.

All MindOut services are impartial, non-judgemental, confidential and person-centred. Service user participation in all aspects of the planning, delivery and governance of the organisation and its services is key to our work.

**Our Services**

All of our services are independent, confidential, flexible and work alongside service users. Our Advocacy service provides support, representation and information about rights, medication, treatment and any other relevant issue tailored to an individual’s need.

Our Wellbeing project works in Brighton & Hove and East and West Sussex to deliver workshops, courses and group opportunities.

Our Peer Mentoring and on-line support service is run by a volunteer team supported by a member of staff.

Our Peer Support Group Work service offers a weekly programme of both closed, open and social groups, suicide prevention group work and themed groups.

**MindOut’s History**

For the first 12 years, MindOut was a project within Mind in Brighton and Hove. From 1st April 2011 MindOut became an independent organisation, a charity and a company limited by guarantee. We moved to offices at Community Base.

**Staff Team**

The MindOut staff team consists of the Chief Executive, Service Manager, two Senior Practitioners, four Advocacy Workers, a Business Development Manager, two Administrators and two Group Workers working between 5 and 10 hours per week.

**Volunteer Team**

Currently MindOut has 35 volunteers working on the Peer Mentoring and online service and one group work volunteer



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| **Please complete in type or black ink** |

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| **Application for the appointment of:** |  |

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| --- |
| **PERSONAL DETAILS (IN BLOCK/CAPITAL LETTERS)** |

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| --- | --- | --- | --- | --- | --- | --- |
| **SURNAME & TITLE** |  |  |  | **FIRST NAME** |  |  |
|  |  |
|  | **Preferred Pronoun** |  |  |
|  |  |
| **TEL - Home:** |  |  | **Work:** |  |  |  | **Mobile:** |  |  |
|  |  |
| **E- mail** |  |  |
|  |  |
| If you are currently employed, may we contact you discreetly at work? | Yes/No |

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| --- |
| **EDUCATION AND TRAINING** |
|  |
| Please give details of your educational qualifications and experience including short courses where appropriate. Please continue on additional sheets if you need to expand this section. |
|  |
| **Venue** | **Date** | **Courses/Qualifications** |
|  |  |  |

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| **EMPLOYMENT HISTORY (INCLUDING VOLUNTARY WORK)** |
|  |
| **List in date order with present or most recent first** |
|  |
| Please continue on additional sheets if you need to expand this section. |

| **Name and Address of Employer** | **Job title and brief description of responsibilities** | **From** | **To** | **Reasons for leaving** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |

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| --- | --- |
| If you are currently employed, please state your notice period: |  |

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| **GAPS IN EDUCATION/EMPLOYMENT HISTORY** |
|  |
| **If you have any gaps of 6 months or more in your education/employment history, please let us know in the following table.** Please continue on additional sheets if you need to expand this section. |

| **From** | **To** | **Reasons for gap** |
| --- | --- | --- |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE RELEVANT TO THE POST** |
|  |
| This is the most important part of the form. The person specification lists the knowledge and skills you need to do the job. These will not necessarily be gained through paid employment. They can also be gained through voluntary work and life experience. If you do not meet all the criteria it is unlikely that you will be short listed for interview. |
|  |
| When completing this section it is useful to use the criteria listed in the person specification as headings and under these please give examples by referring to your professional, academic, personal life or voluntary work. Use extra sheets if you need to and make sure they are clearly marked with your name and the title of the job for which you are applying.  |
|  |
| **Knowledge, skills and experience relevant to the post: Statement** |
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| **Knowledge, skills and experience relevant to the post (continuation)** |
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I confirm that to the best of my knowledge the information given on this form is true and correct and can be treated as part of any subsequent contract of employment.

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| --- | --- | --- | --- |
| Signature |  | Date: |  |

| **REFERENCES** |
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| Please give details of two people to whom we can apply for references concerning your suitability for this post. One of these should be your current or most recent employer. Please note we **DO NOT** accept friends or family members as referees. If you do not wish us to contact either referee before informing you, please make this clear. Any offer of employment will be subject to satisfactory references. |
|  |
| Name: |  | Name: |  |
|  |  |  |  |
| Job Title: |  | Job Title: |  |
|  |  |  |  |
| In what capacity do you know them? |  | In what capacity do you know them? |  |
|  |  |  |  |
| Address: |  | Address: |  |
|  |  |  |  |
| Post code: |  | Post code: |  |
|  |  |  |  |
| Telephone: |  | Telephone: |  |
|  |  |  |  |
| E-mail: |  | E-mail |  |
|  |  |  |  |
| Can we contact before interview? | Yes/No | Can we contact before interview? | Yes/No |

| **APPLICANTS WITH DISABILITIES** |
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|  |
| MindOut LGB&T Mental Health Project is committed to employing people with disabilities. Please state any arrangements we can make to assist you, if called for interview or appointed to the post: |
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| Disciplinary /Criminal Record |
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|  |
| MindOut undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.  |
|  |
| **Disciplinary**: Have you ever been the subject of disciplinary action in the past? No [ ]  Yes [ ]  **If Yes**, please give details below

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| --- | --- | --- | --- |
| **Date** | **Employer** | **Subject** | **Outcome** |
|  |  |  |  |

**Convictions**: Have you ever been cautioned by the police or convicted of a criminal offence? No [ ]  Yes [ ]   Have you ever been referred to the children’s or adult’s ‘barred’ list? No [ ]  Yes [ ]  **If Yes to either question,** please give details on a separate sheet. Note, this should exclude any spent convictions under Section 4(2) of the Rehabilitation of Offenders Act 1974, unless the job for which you are applying involves working directly with vulnerable adults, in which case both spent and unspent convictions cautions, bind overs and pending prosecutions must be declared. |

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| **THIS SECTION WILL BE DETACHED AND WILL NOT BE SEEN BY THE SELECTION PANEL. IT WILL BE USED ONLY FOR MONITORING PURPOSES** |

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| **EQUAL OPPORTUNITIES IN EMPLOYMENT – STATEMENT OF POLICY** |
|  |
| MindOut LGBTQ Mental Health Project is an equal opportunities employer and will apply objective criteria to assess merit. MindOut aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of nationality, religion, ethnicity, gender, gender expression, marital status, pregnancy or maternity, sexual orientation, age or disability or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. MindOut is particularly concerned not to discriminate against applicants who have lived experience of mental health issues. |
|  |
| Selection criteria and procedures will be reviewed frequently to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities. All employees will be given equal opportunity and where appropriate and possible, special training to enable them to progress within and outside the organisation. MindOut is committed to a programme of action to make this policy fully effective. |
|  |
| Would you please provide the following information which will be treated as confidential but which will assist us to monitor and implement our Equal Opportunities Policy. Your application will not be affected by the information provided or if you choose not to complete part or all of this section. |

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| --- | --- |
| APPLICATION FOR THE POST OF: |  |

|  |  |
| --- | --- |
| Please state here where you saw the post advertised  |  |

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| --- | --- | --- |
| **DOB:** |  |  |

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| **How would you describe your gender?** |  | Female |  |  | Male |  |  | Other |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Do you or have you ever identified as transgender?** |  | Yes |  |  | No |  |  |

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| **How would you describe your sexual orientation?** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Bisexual |  |  | Gay |  |  | Heterosexual |  |  | Lesbian |  |  | Unsure |  |  |

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| --- |
| **Which category best describes your ethnic or cultural origin?** |

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| --- | --- | --- |
| **Asian** | **Mixed** | **White** |
|  |  |  |  |  |  |
| Asian British |  | Asian & White |  | British |  |
| Bangladeshi |  | Black African & White |  | Irish |  |
| Indian  |  | Black Caribbean & White |  | European |  |
| Pakistani |  | Other |  | Other |  |
| Other |  |  |
|  |  |  |
| **Black** | **Chinese or Other Ethnic Group** |
|  |  |  |  |  |  |
| Black British |  | Chinese |  | Gypsy |  |
| African |  | Arab |  | Traveller |  |
| Caribbean |  | Jewish |  | Other |  |
| Sudanese |  |  |

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| **If you have a religious or other belief how would you describe it?** |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Agnostic |  |  Christian |  |  Jewish |  |  Sikh |  |
|  |  |  |  |  |  |  |  |
| Atheist |  |  Hindu |  |  Muslim |  |  Other |  |
|  |  |  |  |  |  |  |  |
| Buddhist |  |  Jain |  |  Pagan |  |  |  |
|  |  |  |  |  |  |  |  |
| Other belief:  |  |  |  |  |

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| **Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?** |

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| --- | --- | --- | --- | --- | --- |
| Yes a little |  |  Yes a lot |  |  No (don’t answer next question) |  |

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| **If you answered yes, please state the type of impairment. If you have more than one, please indicate all that apply. If none apply, please mark “other” and write an answer in (examples given as guidance)** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Developmental condition |  | Mental health condition |  | Physical impairment |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| Learning disability/difficulty |  | Long standing illness |  | Other (please sate) |  |