

Job Description: Counselling Service Co-ordinator (Band 3 tbc)



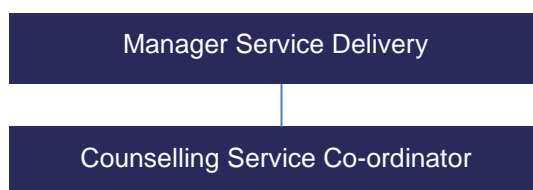
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| Function: | Justice |
| Position: | Counselling Service Co-ordinator |
| Job holder: | |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | Manager Service Delivery |
| Additional reporting line to: | |
| Position location: | Hub Chelmsford |

1. Purpose of the Job – State concisely the aim of the job.

To contribute to reducing reoffending, changing lives for the better and improving the quality of life for those under CRC supervision through effective delivery of probation services. In particular, this role will focus on the development and co-ordination of a student counselling service for service users; giving them access to counselling interventions that will help to address the cognitive and emotional needs which may underpin their difficulties and offending behaviour..

As a single point of contact, this role will engage with educational establishments for the recruitment of student counsellors, support a Manager of Service Delivery for appropriate selection of counselling placements, and co-ordinate the matching of service users with student counsellors. The role will also co-ordinate the exchange of relevant referral, assessment and progress information between Responsible Officers and student counsellors.

2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Engagement with education establishments to promote recruitment of student counsellors across Essex.
- Support Manager Service Delivery and HR Business Support Administrator to ensure that the selection, vetting and on-boarding of student counsellors is consistent with Sodexo and MoJ requirements.
- Consistent exchange of information of risk, need and progress of counselling at referral, assessment, mid-point and end of intervention.
- Support for student counsellors working in probation context.
- Development of probation specific packages of counselling intervention.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

1. Liaise with CRC teams, partner agencies and educational establishments to promote a CRC student counselling service.
2. Co-ordinate recruitment and selection of student counsellors, supporting Manager Service Delivery and HR Business Support Officer to ensure placements are appropriate and consistent with Sodexo on-boarding requirements.
3. Support induction of student counsellors to Essex CRC; including access to relevant training and team events.
4. Contribute to the development to packages of counselling interventions to support service users in the probation context and reduce re-offending.
5. Co-ordinate referrals for counselling placements, and be a single point of contact for Responsible Officers regarding this service.
6. Review referrals made by Responsible Officers and allocate to student counsellor.
7. Be a single point of contact for student counsellors, assisting the Manager of Service Delivery to ensure standards of practice for recording and exchange of information are maintained.
8. Facilitate 3-way meetings between service users, student counsellors and Responsible Officers.
9. Capture and collate service user, student counsellor and Responsible Officer feedback to inform development of the service.
10. Maintain good organisation of workload and administration and coordinate the work of and delegate tasks to relevant administration support as appropriate.
11. Use the relevant information systems and technology effectively, including for example, Delius, Word, Excel, E-Mail systems as needed.
12. Participate in supervision and appraisal with the line manager, including performance and development reviews. Engage in relevant training and development.
13. Ensure all activities are conducted in a non-discriminatory way in accordance with Service policies on equality of treatment and opportunity.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Contribute to effective operational of a student counselling service through being a single point of access for students and Responsible Officers, to ensure stakeholders have clear expectations of the service.
- Improve the coverage of the service by engaging with educational establishments across Essex.
- Contribute to the developments in the service and evaluation of outcomes.
- Ensure activity undertaken by student counsellors is clearly communicated and recorded.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Skills

- Operates to deadlines
- Good organisational skills
- Good problem solving skills and sound judgement
- Good attention and commitment to detailed & accurate work products and record keeping
- Good IT skills
- Excellent communication skills
- Ability to engage, motivate and support colleagues
- Appropriate use of authority
- Good team working skills
- Ability to work with multiple teams/individuals in a productive way
- High level literacy skills
- Self-motivated
- Performance & outcome orientated
- Innovative and ability to adapt and deliver learning in a variety of methods
- Capable of individual and defensible decision-making

Essential Knowledge

- Good understanding of risk assessment and management.
- Good understanding of counselling practice.
- Good understanding of Essex CRC Operating Model and Minimum Standards

Desirable Knowledge

- Good understanding of HMIP and industry standards.

Desired Experience

- Counselling experience within probation context.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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| ▪ Growth, Client & Customer Satisfaction / Quality of Services provided | ▪ Leadership & People Management | |
| ▪ Rigorous management of results | ▪ Innovation and Change | |
| | Brand Notoriety | |
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