# Job Description Template

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| **Job Title** | Lead Counsellor |
| **Function** | Counselling and Psychosocial Support |
| **Department/Team** | Waythrough Counselling Service |
| **Reports to** | Service Manager / Team Lead |
| **Direct Reports** | Volunteer and Trainee Counsellors on placement |
| **Dimensions (budget, people span of control)** | N/A |
| **DBS Check Level Required** | Enhanced DBS (Adults and Children, as applicable) |
| **Grade/Job Evaluation Level** | |
| **Salary Banding** | |
| **Created/Reviewed date** | |

| **You will be working for**<br>(Description of Waythrough and specifics of Service/Function/Office) |
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| Waythrough is a service supporting people affected by drugs, alcohol, and related challenges. As part of this we offer accessible, ethical, person-centred counselling service as part of a clients recovery journey. Our values are Kindness, Courage, and Respect. |

**Purpose of the Role**

Lead, coordinate, and deliver a safe, professional counselling service for individuals impacted by substance use and related challenges. Hold a small caseload, provide supervision and support to volunteer and trainee counsellors, and ensure practice aligns with professional standards (BACP/UKCP) and safeguarding requirements. Support with staff development of psychological awareness.

**Key Accountabilities**
(List of accountabilities specific to this role)

- Coordinate, manage, and lead an accessible counselling service with clear pathways and risk governance.
- Hold a small caseload, offering brief or extended interventions.
- Provide supervision, guidance, and reflective practice spaces for volunteer and trainee counsellors.
- Provide robust assessments of clients mental health needs and allocate correctly with volunteer/Student counsellors capacity and skills.
- Implement systems responsive to differing levels of risk, complexity, and need; escalate safeguarding promptly.
- Ensure delivery is in line with BACP ethical frameworks and organisational policy.
- Maintain accurate, timely, and confidential records (GDPR compliant); contribute to reporting and audits. Oversee clinical notes provided by students.
- Monitor outcomes and quality; use data and feedback to improve service effectiveness.
- Produce high quality quarterly and end of year reporting using both quantitative and qualitative methods.
- Champion suicide prevention and contribute to multi-agency safeguarding and risk management.
- Engage in CPD, supervision, and training.
- Hold clinical governance and safeguarding accountability for the counselling element of the service.

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| Possibilities?<br><br>• Design and deliver group psychoeducation (e.g., stress/anxiety, grief, self-compassion, identity and agency).<br>• Promote the service to partner agencies, referrers, and communities to support access and inclusion. |

| **General Accountabilities**<br>(List of accountabilities applicable to all roles) |
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| • Work collaboratively across teams and with external partners.<br>• Uphold safeguarding, equality, health & safety, and data protection requirements.<br>• Contribute to service development, policy, and quality improvement initiatives.<br>• Undertake other duties commensurate with the role to meet service needs. |

| **Additional Information** |
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| This role involves leadership, supervision, and direct client work. Some evening or occasional weekend work may be required to meet service needs. Travel between sites may be necessary. |

## Values and Competencies

| **Our Values** |
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| Kindness – Be generous, caring and compassionate.<br>Courage – Be bold, trust, commit.<br>Respect – Everyone deserves dignity. |

| **Our Competencies** |
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| Lead and Inspire<br>Create and Innovate<br>Developing Our Talent<br>Impactful Communication<br>Delivering Results and Achieving Greatness<br>Service Excellence<br>Working Together |

## Person Specification

| **Qualifications** | **Essential or Desirable** |
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| • Postgraduate Diploma in Counselling or Psychotherapy (Level 7 PGDip) or equivalent; OR exceptional, substantial experience. | **E** |
| • Full Accreditation with the relevant professional body | **E** |
| • Clinical Supervision qualification | **D** |
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| **Skills** | **Essential or Desirable** |
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| • Strong therapeutic communication and relationship-building skills. | E |
| • Organised and able to balance competing priorities; reliable record-keeping. | **E** |
| • Competent with client management or case note systems and MS Office. | **E** |
| • Able to work both independently and collaboratively within a team. | **E** |
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| Experience | Essential or Desirable |
|---|---|
| • Significant experience within addiction/recovery or closely related. Preferably providing therapeutic interventions | E |
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| • Supervising or Mentoring trainee/volunteer counsellors (individual or group). | **E** |
| • Partnership working with statutory, voluntary, and community agencies. | **E** |
| • | |
| • Managing Risk and Safeguarding | |