



**The Pastoral Centre**  
**Counselling & Psychotherapy Service**

## ***Vacancy for Counselling Coordinator Post***

**Location:** Letterkenny, Co. Donegal

**Salary:** €40,000 – 45,500 for 4 days per week/30 hours per week

The Pastoral Centre Counselling & Psychotherapy Service (PCCPS) is recruiting for the position of **Counselling Coordinator**. This is a 4-day a week role with diverse responsibilities reporting to the Board of Management. The role requires an experienced professional who can operate with strong clinical expertise as well as management and leadership. The PCCPS is open to supporting a clinician to develop their management skills through ongoing training on the job.

The PCCPS is a charitable organization which was established as a community service. It's main objective is to provide therapeutic supports through a counselling service for adults, children and young people. Our counselling services are spread out across the county in rural, disadvantaged regions where no other counselling services exist. All our work is at community level and we rely heavily on community support to maintain the services. **Our mission is to enable clients to recover, heal and rebuild their lives by providing low-cost (to adults) or free (to children) professional counselling and other supports to our client base.**

The Counselling Coordinator will work closely with the Director of Counselling and the Board of Management to manage, develop and support our clinical work in order to meet the aims and objectives of the organisation. The Counselling Coordinator is responsible for the line-management of the Counselling Admin. Team, as well as oversight of the work of the affiliated counsellors who provide counselling directly to clients.

The Counselling Coordinator will support the Director of Counselling on all aspects of managing the Service. The Counselling Coordinator will demonstrate a strong ethical background and knowledge in supporting therapists in managing safeguarding issues and submitting reports that need to be forwarded to the Child & Family Agency (TUSLA).

### **JOB DESCRIPTION**

#### ***The Role of the Coordinator***



- Promote and maintain the vision and work of the Pastoral Centre Counselling & Psychotherapy Service.
- Act as representative for the Pastoral Centre Counselling & Psychotherapy Service locally, regionally and nationally.
- Liaise closely with relevant stakeholders
- Understand the role of community counselling services and the model under which such services exist.
- Demonstrate an understanding and enthusiasm of the work of the PCCPS and a Community Development approach
- Provide leadership, management supervision and support to the Counselling Admin Team.
- Support the Director in securing additional funding for the delivery of therapy in all centres.
- Recruit suitably qualified contract counsellors to join the existing team and outreach centres.
- Organise interviews and secure a panel of suitably qualified practitioners who are willing to sit on interview panel.
- Ensure that at least one person sitting on interviews is a qualified and experienced clinical supervisor.
- Ensure suitably qualified and experienced contracted counsellors are employed and oversee their support and monitoring.
- Develop and deliver induction training for all therapists joining the existing team.
- Monitor closely the integration of new counsellors into the team and ensure that they understand the counselling model and reporting structures should they experience concerns in the course of carrying out their work.
- Ensure that all therapists are working to the 6-week reviews with clients and that additional sessions are approved.
- Ensure best practice policies and procedures are in place and are in line with legislation and advances in professional knowledge, particularly complex trauma.
- Manage the performance of the counselling service, including capacity, activity and finance against agreed targets and the needs of service users.

### ***Service Delivery Administration***

- Manage the Evide online system.
- Upload new referrals to the Evide system and manage the referrals and allocations to the relevant counsellors.
- Respond to clients that may have additional requests from the service such as letters, reports etc.
- Respond to other services such as TUSLA, HSE, who may need to discuss referrals or clients that are availing of our services.
- Ensure that Counsellors correspond through the office on all matters relating to clients, such as setting or cancelling appointments etc.
- Provide reports to the Director of Counselling as required within agreed formats and timeframes.
- Deal promptly with issues as they arise within agreed timeframes and provide feedback where appropriate.
- Undertake any other duties as determined by the Board of Management/Board of Directors.
- Identify training and developmental gaps within the service and present proposals to bridge the gaps vis-à-vis relevant courses or developmental programmes.

### ***Delivering of Counselling***

- Work with and support the Director of Counselling.
- Provide overall clinical leadership to the PCCPS and its services.



- Monitor and evaluate the client's journey within the PCCPS's services to enhance the quality of the services and ensure client voices are heard at every stage.
- Work with the Board of management in the development and delivery of groups to service users.
- Maintain an agreed clinical caseload.
- Carry out assessment of new clients.
- Ensure appropriate supervision is in place for the contracted counsellors.
- Ensure all therapists attend individual and group supervision.
- Ensure that all external supervisors hold a minimum of a Diploma in Supervision and are accredited supervisors with IACP, BACP or equivalent.
- Copies of Supervisors qualifications, memberships, insurance and accreditation must be held on record by the agency and updated on an annual basis.
- Ensure that external supervisors sign a tripartite agreement with the agency and inform the agency should they have concerns about the work of any counsellor.
- All supervisors must meet the standards and requirements for working in the republic of Ireland.
- Ensure compliance with General Data Protection Regulation (GDPR) and National Employment Rights Authority
- Oversee file management in line with GDPR, data protection and confidentiality.
- Ensure Health & Safety compliance in Centre and with staff.
- Have an understanding of the Children First Act 2015, and overseeing the implementation of Child Protection Policy -
- Ensure that effective clinical governance, quality, client and staff safety procedures are in place.
- Identify and monitor risk in relation to the clinical service and ensure that risk management strategies are implemented and reviewed as needed.
- Staff management and support in the delivery of safe, high quality therapeutic interventions.

### **Other**

- Have a vision for further development of the services.
- Secure further funding to enable the service to develop and expand.
- Establish and maintain records, monitoring and evaluation systems.
- Be responsible for the administrative work associated with the role
- Attend staff meetings, training and development days.
- Participate in management meetings and reviews with the Board of Management.
- Contribute to strategic funding decisions, bringing knowledge and information about the needs of counselling service users and other clinical support needs.
- Support the Board of Management in the implementation of long-term strategy where clinical matters are concerned.
- Assist the Board of Management in policy formulation in relation to clinical matters and being responsible for effective implementation.
- Undertake from time to time such other tasks as may be required in connection with the role.
- Any works such as manuals/programmes/artistic/media created for the purpose of the PCCPS will remain the property of the PCCPS at all times unless agreed otherwise by the RDPS.

## **TERMS OF ROLE**

The post is for 4 days per week and 30 hours per week based in the PCCPS offices, located in Letterkenny, Co. Donegal.



The full-time salary is €40,000 – 45,500 based on skills and experience and subject to funding.

Garda vetting and satisfactory references will be sought prior to the successful candidate taking up the post.

## QUALIFICATIONS

1. Hold a qualification at Level 7 or higher on the QQI framework in a human science discipline (counselling/psychotherapy) or equivalent.
2. Hold a post-graduate qualification in counselling or psychotherapy recognised by the Irish Association for Counselling & Psychotherapy (IACP) or the British Association of Counselling & Psychotherapy (BACP), or UK Council for Psychotherapy (UKCP) or one of the five sections within the Irish Council for Psychotherapy (ICP).
3. Have full, accredited membership with the IACP, BACP, UKCP or equivalent.

## PERSON SPECIFICATION

### Essential Skills

A minimum of 3 years counselling experience post-accreditation, including work with childhood abuse and/or complex trauma.

- Be insured to work as a counsellor or psychotherapist or counselling psychologist in Ireland.
- Have experience in delivering groupwork.
- Have a strong knowledge of counselling ethics and practice.
- Be available to provide guidance to the Counselling team on clinical matters such as safeguarding issues. Complete and submit TUSLA safeguarding reports to their online portal.
- Ensure all policies are updated and implemented by the counselling team.
- Experience leading, managing and motivating a staff team.
- Experience of working with a broad cross section of staff and professionals across agencies /communities.
- Proven track record as a leader within the healthcare or clinical environment with excellent organisational and interpersonal skills.
- Strong analytical skills.
- Demonstrate capacity and commitment to reflective practice in order to facilitate personal and team learning, professional development and service improvement.
- Excellent IT skills with the capacity to maximise technology to increase efficiencies in processes and procedures. Experience with databases an advantage.
- Proficient in using Microsoft Office
- Outgoing manner, able to establish relationships with a variety of people and to be confident in presentation and communications.
- Ability to develop the counselling services to ensure that the organisation's strategic goals are realised.
- Excellent communication and interpersonal skills with an ability to write and present reports in a clear, concise and factual manner.
- Willingness to learn and adapt and encourage the same in others.
- Flexible, with the ability to work on own initiative and cooperatively.
- Strong sense of self-care.



- A current full driving licence and use of transport, or access to transport to fulfil the requirements of the role.

### ***Planning & Organising:***

- Demonstrates an ability to plan, organise and prioritise workload and to reach and meet deadlines on time.
- Understands the importance of liaising with and updating colleagues of their responsibilities in terms of management and its delivery.
- Understands the importance of working within budget.
- Develops efficient work plans for complex projects involving many groups and effectively implement and coordinate these plans.
- Prepares for, anticipates and effectively deals with problems and roadblocks.

### ***Open Communications:***

- Ability to work cooperatively as part of a team.
- Respects and listens to the opinion of others and takes their contribution into consideration.
- Demonstrate ability to communicate effectively in a variety of media.
- Demonstrate leadership ability and creativity in effecting meaningful change.
- Ability to collaborate with partners to deliver on a collective vision.
- Ability to establish and maintain good working relationships with a variety of individuals and organisations.
- Motivates and leads with a positive attitude, open to helping team members at all times.
- Demonstrates an ability to establish clear and appropriate boundaries in relationships with staff and clients, and with the handling of confidential and sensitive information.

### ***Problem Solving:***

- Anticipates issues arising and effectively analyses outcomes.
- Commits to assisting team members with solving problems.
- Demonstrates the ability to work independently and make responsible decisions when a difficult issue arises.

### ***Integrity & Trustworthiness:***

- Leads by example in terms of honesty, impartiality and compassion in dealing with others.
- Exercises good judgment and maintains confidentiality
- Insists on integrity at all levels of their work.

## **APPLICATION**

To apply for the Counselling Coordinator role, please follow these steps:

1. Send a cover letter and CV via email to: [office.tcps@gmail.com](mailto:office.tcps@gmail.com)
2. Closing Date: Applications must be submitted by Friday 21<sup>st</sup> June, 2024
3. Please clearly mark your email subject as: Counselling Coordinator Post
4. Short listing will apply.

