



Job Description

Job Title:	Counselling Coordinator
Job Grade:	B
Reports to:	Service Manager
Direct reports:	N/A
Clearance required:	Enhance DBS Check
Key stakeholders:	Service users, multi-disciplinary team members, family members, Service managers, Area managers

Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Job Purpose

The Counselling Coordinator will be responsible for coordinating the counselling service for people with substance and alcohol dependency at different stages of recovery, to enable the service to support their recovery from the misuse of alcohol and non-opiate substances



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Key accountabilities:

1	Implement, develop and coordinate a counselling service for people with substance misuse and alcohol problems.
2.	Carry a caseload of counselling clients and be responsible for managing referral and allocations.
3.	Provide robust recruitment, induction, support, training and management and supervision of volunteer counsellors and of social work student placements.
4.	Actively monitor staff practice and performance in all areas of service provision, in line with Waythrough policies and procedures and within the established guidelines and procedures of the British Association of Counselling and Psychotherapy (BACP).
5.	Design and provide training and coaching as required to volunteer counsellors, volunteer student placements and paid staff.
6.	Formulate and establish a theoretical and operation framework through which counselling is provided through therapeutic modality as well as internal procedures, suitability criteria, and referral pathways.
7.	Improve accessibility of counselling through ensuring there is counselling provision outside of working hours including evenings and/or weekends.



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8.	Develop an understanding and knowledge of risk issues and risk management techniques, increasing intra and inter-agency collaboration and communication, and implementation of risk assessments and risk management plans.
9.	Develop, implement, monitor and review reporting mechanisms.
10.	Audit all client record information e.g., entries, regional data forms, outcome and output data in line with Humankind and BACP/UKCP/BPS/BPC policies and procedures and ensure compliance with legal requirements.

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11.	Support the production of quarterly and annual activity reports and assist the Service Manager in the provision of information that enables data collection, input, and retrieval.
12.	Work within a diverse and inclusive framework to ensure that the needs of the clients are met.
13.	Ensure that the project and the organisation is profiled within the relevant sectors.
14.	Conduct assessments with service users referred to access the service ensuring that the process includes the giving as well as gathering information.
15.	Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required.



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16.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough’s clinical governance framework.
17.	To promote, adhere to and live our workplace values of being honest, committed, and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



Person Specification

Technical/ Professional Qualifications	Essential or Desirable
A recognised diploma of or degree or equivalent in counselling/psychotherapy/counselling psychology/systemic psychotherapy.	E
Membership of and accredited/registered with BACP/UKCP/BPC/BPS or equivalent.	E
Extensive post qualification clinical experience	D
Skills	Essential or Desirable
Proficient in Microsoft Office programmes	E
The skills and ability to establish and maintain effective working relationships with a range of people within both statutory and voluntary sectors.	E
Knowledge/ Previous Experience	Essential or Desirable
Experience of managing a counselling service within a voluntary or statutory setting.	D



Person Specification

Experience of working with service users in the substance misuse field.	D
A good understanding of and the ability to manage and oversee Safeguarding cases for both children and adults.	E

Excellent verbal and written communication skills, with a focus on record keeping, monitoring, case management, and report writing.	E
The ability to deputise for the Service Manager – managing the team, including volunteers to achieve targets and meet service standards.	E
Challenge a team of workers to improve practice and service delivery	E

Competencies

Lead and Inspire	Defines the future direction of Waythrough through identifying current and future challenges and longer-term opportunities.
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.



Person Specification

Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Waythrough's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.