



Assistant Head of Counselling for the Olive Branch Counselling Service

Job Title: Assistant Head of Counselling

Location: The Olive Branch, 14 St Clement Street, Winchester

Hours: 12 hours per week

Working days: To be discussed at interview – ideally to include Monday and Wednesday

Contract type: Fixed-term (6-months) with the possibility of becoming permanent

Salary: £22,054.50 pro rata per annum (£7,057.44 per annum)

Accountable to: Head of Counselling

Holiday: 5 weeks per annum, calculated pro rata

Role Overview

The Assistant Head of Counselling plays an important role within the Clinical Team, assisting the Head of Counselling with tasks and communication that ensure the smooth day-to-day running of the counselling service.

The Assistant Head of Counselling is responsible for oversight of the Enquiry Line and related rota and processes, as well as the assessment process. Both these responsibilities are vital to ensure the clients' experience of accessing our service is smooth and supportive.

The majority of The Olive Branch team, including counsellors, are volunteers and as such, the post holder will have a commitment to the value of volunteer counselling and provision of affordable counselling to all. The role requires a counsellor with a range of skills that include strong clinical experience, people-management skills, and a good understanding of various IT applications.

Job Description

Key Responsibilities

- Responsibility for oversight of the assessment process. This includes the Assessor team, processing and reviewing assessments, confirming the risk assessment classification, organising and facilitating a bi-monthly Assessors meeting, and ensuring adequate availability of appointments
- Responsibility for the Enquiry Line process and rota, including training and induction of new volunteers and monitoring and review of clinical forms and processes to keep them up to date and relevant, in liaison with the Head of Counselling and Clinical Lead
- Contribution to the maintenance of service standards and ethical practice with regards to the Enquiry Line volunteers and Assessors, including monthly statistical reporting
- Some communication with clients, specifically relating to the Enquiry Line and assessment process
- Responsibility for own administrative tasks
- Deputising for the Head of Counselling as reasonably required
- To have awareness of and commit to the Olive Branch's ethos and values

Person Specification

Essential criteria

- To be a qualified counsellor (or working towards qualification)
- To be a current member (or student member) of a UK registering body such as the BACP, UKCP, HCPC



- To be familiar with the BACP Ethical Framework
- Ability to prioritise and manage time effectively in a busy working environment where priorities can change at short notice
- Familiar with Humanistic approaches to counselling and understand the values underpinning them
- Understand and commit to Olive Branch ethos, values and mission statement
- To be proficient in the use of IT including cloud-based software and Microsoft office
- An awareness of Data Protection and GDPR

