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Candidate Pack  
Counselling Co-Ordinator

Welcome

**Thank you for your interest in working for Carers First as our next Counselling Co-Ordinator.**

This is a highly rewarding role which involves home working and some travel within the Essex Locality.

You will be joining a charity that has a new ambitious three-year strategy to grow our reach, support and impact for carers, working in collaboration and partnership with a range of statutory, voluntary and commercial organisations.

To be successful in this role you will need:

* A relevant counselling qualification (BACP approved)
* Registration with BACP or other professional counselling body
* Working knowledge of health and social care, particularly as it relates to working with carers and adults.
* Ability to communicate clearly both verbally and in writing
* Excellent customer service skills to ensure client satisfaction
* Knowledge of the challenges affecting Carers.
* Competent in use of IT (Microsoft applications Word, Excel, Outlook, Microsoft Teams, Poer Bi), mobile telephony and social media platforms.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor

Chief Executive

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About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn’t be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £184 billion each year - the cost of a second NHS.  Each carer’s needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.

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Our values

We are:

**Positive**

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone’s contribution.

**Collaborative**

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

**Ambitious**

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support, so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

* Recognising and valuing difference.
* Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

* To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
* To attract, keep and motivate the most talented staff, we need to:
  + Reach out to all sections of the community.
  + Provide a working environment in which everyone feels valued, respected and able to contribute.

A person and person standing outside a door

Description automatically generatedThe charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

Our strategy 2024-2027

Our three-year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact for carers.

Strategic Objectives  
  
Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
3. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our support and services are designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.​

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs.

We offer a range of support options for carers to access in ways that work best for them:

* **Face-to-Face Support**: Available both one-to-one and in group settings, providing personalised and community-based assistance.
* **Online Support**: Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.
* **Dedicated Helpline**: A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
* **Extensive Online Resources**: Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
* **Collaborative Partnerships**: Working with organisations and communities to provide a seamless network of support tailored to carers’ needs.

Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

In numbers

* 96% of carers felt more resilient in their caring role after our support.
* 95% of carers felt listened to and that their own needs were taken into account through our interventions.
* 93% of carers felt more confident and informed in their caring role after our support.

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Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

The role

Job Title: Counselling Co-Ordinator

Salary range: £19,912 (FTE £33,489)

Contract: Permanent

Hours: 22 hours per week

Location: This is a hybrid role which involves travel within the Essex locality and some home working

Job Description

## Job title: **Counselling Co-Ordinator**

## Reports to: **Service Manager (Essex)**

Purpose of the role: The counselling Coordinator role has responsibility for managing and developing Carers First’s solution-focused brief therapy (SFBT) counselling service for carers in Essex. The Counselling Coordinator will aim to deliver a quality service which meets the needs for carers, delivered by appropriately trained and supervised counsellors and placement students. Working with other providers on pathways and spot purchasing to meet the needs of the Carers.

## Job Overview

**The Counselling Coordinator will:**

1. Develop and manage a quality counselling service which meets the needs and diversity of Essex carers and is delivered according to the standards set out in the BACP Ethical Framework.

2. Line manage and recruit staff, placement students and qualified volunteer counsellors to deliver SFBT counselling interventions to carers face to face, virtually or on the phone.

3. Manage all referrals into the service, assessing them against the service criteria, referring on as appropriate, and managing the waiting list.

4. Manage an agreed number of referrals and a caseload across the service.

5. Monitoring, reviewing and evaluating the service regularly, ensuring it’s both meeting the needs of carers and is being delivered according to the BACP Ethical Framework.

6. Reporting to Service Manager and provide monthly reports on delivery for contract reports.

Responsibilities and Duties

1. **Develop and manage a quality counselling service which meets the needs and diversity of Essex carers, and is delivered according to the standards set out in the BACP Ethical Framework**

• Develop and manage a new counselling service which will provide a short term (6 week maximum) counselling service following the SFBT model.

• Develop systems and processes to manage the service, including referral and assessment forms, referral pathways, and evaluation tools.

• Ensure that the service meets the guidance and standards set out in the BACP Ethical Framework.

• Ensure we have robust methods for keeping client information and contact notes confidential, and that we meet GDPR requirements.

• Ensure the service is as accessible as possible, delivered in a range of ways including face to face, on the phone and virtually in a variety of settings.

**2. Line manage and recruit staff, placement students and qualified volunteer counsellors to deliver SFBT counselling interventions to carers face to face, virtually or on the phone**

• Actively promote the placement opportunity to colleges and Universities across Essex, developing a positive relationship with the course providers and encouraging applications.

• Develop a service handbook, and a training and induction programme for trainees and

Volunteer Counsellors.

• Interview, recruit and induct suitable staff, placement students and volunteer counsellors and ensure we follow safer recruitment processes.

• Ensure that everyone who provides a counselling service is receiving adequate supervision and support.

• Complete placement documents and reports for the placement students.

• Ensure we are following standards and processes as set out in the Volunteer Policy and are doing our best to give placement students and Volunteer Counsellors a positive and fulfilling experience.

**3. Manage all referrals into the service, assessing them against the service criteria, referring on as appropriate, and managing the waiting list**

• Ensure that all new referrals into the service are contacted within timeframes set out and assessed according to the service criteria.

• If not appropriate for the service, refer and signpost carers on to the appropriate service or organisation.

• Manage the waiting list, prioritising where necessary, and allocating out to placement students and Volunteer Counsellors.

• Provide a SFBT service to an agreed number of carers.

• Develop good working relationships with external stakeholders, including organisations who provide specialist counselling services that we may refer on to.

**4. Manage a caseload of clients**

• Provide a SFBT counselling service to a caseload of carers.

• Deliver the service ethically and according to the BACP Ethical Framework, including attending regular supervision.

• Ensure you complete CPD hours in accordance with the BACP Ethical Framework.

• Devise and deliver group sessions focused on techniques to manage anxiety and mental health.

**5. Monitoring, reviewing and evaluating the service regularly, ensuring it’s both meeting the**

**needs of carers and is being delivered according to the BACP Ethical Framework**

• Ensure that all carers who are accepted into the service complete a Core 10 evaluation tool pre and post service.

• Ensure that all carers are also invited to give feedback on their experience of the service.

• Regularly review the outcomes from Core 10 and our carer feedback so that we can follow up on issues, concerns and suggestions for service improvement.

• Ensure placement students and Volunteer Counsellors are invited to give feedback on their experience of the service, including training and development needs, and that this feedback is regularly reviewed and actioned where appropriate.

• Compile date and regular reports as required by SLT and our funders.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity’s policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

Person Specification

Qualifications

• A relevant counselling qualification (BACP approved)

• BACP accreditation or willingness to work towards it

• Registration with BACP or other professional counselling body

• Working knowledge of social care and health, particularly as it relates to working with carers and adults

• Knowledge of the challenges affecting Carers

Skills and Experience

• Experience of delivering short term solution-focused counselling/SFBT

• Experience of delivering coaching

• Experience of Trauma informed approaches

• Experience of Quality compliance and auditing

• Development of pathways to recruit Counselling volunteers and management of these.

• Development of multilayered counselling service, both virtual, face to face and on the telephone

• Experience of working with both Adult and Young Carers.

Personal Qualities

* Ability to demonstrate understanding of and an **ambitious** commitment to the goals and values of the charity.
* Demonstrate a **positive** level of professional credibility, integrity, and emotional resilience.
* Self-motivated, **collaborative,** and able to work flexibly, whilst maintaining good work/life balance.

Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

* 26 days Annual Leave which increases with continuous service + Bank Holidays.
* 1 days Birthday Leave
* Benenden Private Healthcare Membership (following successful probationary period)
* Pension
* Death in Service Benefit
* Employee Assistance Programme
* Carer Passports
* High Street Discount Platform
* Flexible Working Options

How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact us at, [recruitment@carersfirst.org.uk](mailto:recruitment@carersfirst.org.uk), and we will be happy to organise one of the Team to contact you.

Interview process

All successfully shortlisted candidates will be invited to two meetings:

Stage 1: An informal online meeting to discuss their application.

Stage 2: A face-to-face meeting with an interview panel. You will be required to do a presentation, and details will be provided in advance.

Tips on completing your application

* Read the Job Description and Person Specification carefully.
* Be sure to include your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
* Include any other work or volunteering experience you have which you feel is relevant.
* Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.

Office: Michael Gill Building, Tolgate Lane, Strood, Kent ME2 4TG

Logo

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