



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Counselling Service Manager

Department/Division: Student Wellbeing Service; Student Services; Academic Registrar's Division

Accountable to: Deputy Head of Student Services (Wellbeing)

Competency	Criteria	E/D
Knowledge and Experience	Educated to degree level or equivalent.	E
	Accredited/chartered with BACP, UKCP, BPS, or equivalent professional body.	E
	Extensive experience of working as a counsellor within a professional counselling service	E
	In-depth knowledge of a broad range of models of counselling/psychotherapy	E
	Experience of making clinical decisions and resolving clinical dilemmas within appropriate ethical frameworks	E
	Experience of managing a significant and complex caseload	E
	Knowledge of the Equality Act and other relevant legislation, including that relating to mental health	E
	Experience of providing clinical supervision	E
	Experience of leading/managing a team, project or initiative and delegating effectively	E
	Experience of working in an educational environment and counselling students	D
	Experience of developing and delivering psycho-educational workshops and trainings	D
Communication	Ability to quickly understand complex information and convey it confidently and effectively to a variety of audiences.	E
	Excellent written communication skills including the ability to prepare, analyse and present reports, mindful of the intended audience.	E



Teamwork and Motivation	<p>Ability to lead, motivate, manage, develop and support a team</p> <p>Ability to work cooperatively across all levels of the School and with external organisations</p>	<p>E</p> <p>E</p>
Planning and Organising Resources	<p>Excellent organisational and problem solving skills</p> <p>Ability to plan and prioritise own varied and demanding workload and that of the team</p> <p>Ability to work to deadlines and to prioritise multiple tasks while maintaining attention to detail</p> <p>Capacity to work calmly and demonstrate personal resilience and flexibility under pressure</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Initiative and Problem Solving	<p>Ability to use initiative and judgement to solve day to day issues and complex problems with flexibility, timeliness and sensitivity</p>	<p>E</p>
Service Delivery	<p>Highly developed assessment skills that take into account risk factors, suitability for counselling and wellbeing service interventions and/or need for onward referral</p> <p>Ability and willingness to consider new ways of working and to apply new technology</p> <p>Ability to work ethically and effectively with a range of client issues, including at-risk situations, and to demonstrate anti-discriminatory counselling practice</p> <p>Ability to develop knowledge of relevant processes and IT systems</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Liaising and Networking	<p>Excellent interpersonal skills including the ability to build effective relationships of high credibility with students and staff</p> <p>Ability to negotiate and work within appropriate professional boundaries and to manage potentially difficult or conflict situations with confidence</p> <p>Commitment to equality and diversity and its practical implications</p>	<p>E</p> <p>E</p> <p>E</p>

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.