

Lead Counsellor, Dublin Well Woman Centre (November 2023)

Reporting to:

The Chief Executive overall, and to the Operations Manager in respect of Annual, and other leave, requests.

Key Responsibilities:

- Administering the counselling department, including production of weekly and monthly statistical reports, and the 6-monthly narrative report.
- Supporting Well Woman's two staff counsellors, and co-ordinating the counselling team.
- Serving as the Designated Liaison Person (DLP) in respect of reports to Tusla

The Ideal Candidate:

- Will demonstrate a strong, practical awareness of how publicly-funded services are delivered, and will be aware of the professional and business imperatives around providing services in line with contractual requirements.
- Will be able to work independently and will co-ordinate the practical, staffing and administrative aspects of the counselling service.
- Will have a minimum of 2 years of experience, post-accreditation, in a senior or Lead Counsellor role in a professional counselling environment.
- Will have a strong, commercial customer-service ethos
- Will ideally have experience and qualifications as a Supervisor in order to provide Case Management supervision to the team of Counsellors

Service delivery and staff administration:

The Lead Counsellor –

- Will provide an agreed amount of counselling hours each week to DWWC clients (with some of the contracted hours being devoted to administration)
- Will provide a number (varying) of information or 'Process' calls to patients attending for EMA services, and will monitor levels of demand for these calls across the three clinics, ensuring balanced distribution
- Will interview and assess applicant counsellors
- Will oversee a team of two Staff Counsellors, including inducting new counsellors, developing (team and individual) communications, holding periodic team meetings, as well as one-to-one meetings with individual counsellors, and holding case management meetings
- Will ensure the Chief Executive is briefed on matters of interest or concern in the delivery of Well Woman's counselling service
- Will work within the ethos and philosophy of the Dublin Well Woman Centre

- Will prepare monthly statistics and will feed these in, within agreed deadlines, to the Finance Manager.
- Will prepare 6-monthly narrative reports on the operation of pregnancy-related counselling services, for our funder.
- Will oversee quality of service delivery, including preliminary investigation of any complaints from clients.
- Will liaise with external bodies – such as the HSE SHCPP, and / or researchers – as appropriate and as agreed with the CEO
- Will build links with Well Woman’s medical and nursing teams, to support referral of patients and clients between these professional disciplines
- Will promote awareness of counselling services in the DWWC to external agencies, individuals and healthcare professionals (to include GPs, 3rd level organisations, professional and women’s organisations). This will include liaising with the Social Media consultant in respect of creating content for the DWWC’s social media channels

Career Progression to Head of Counselling Services

After 12 - 15 months (subject to funding, and depending on satisfactory performance in the role), there may be potential to promote the Lead Counsellor to the managerial role of Head of Counselling Services. In this role, s/he will take on additional responsibilities, including:

- Ensuring overall compliance with funder requirements (as defined in the SLA) regarding service delivery
- Monitoring the demand for crisis / unplanned pregnancy counselling services, and post-abortion counselling services, and general counselling appointments
- Planning for the ongoing development of counselling services in the DWWC, and keeping up to date on best practice, and relevant procedures in the profession
- Developing policies and procedures around delivery of quality, timely and ethical counselling services, and communication of same
- Management of the counselling team, including identifying training needs of counsellors and developing individual development and training plans, disciplinary issues, etc
- Liaising with other professional bodies where appropriate, including meetings with other Lead Counsellors / Heads of Counselling in similar organisations

Note:

Garda Vetting is a condition of employment in this role.

The successful applicant must be a fully accredited member of IACP or IAHIP.

Salary and Terms & Conditions:

This is a funded role, contingent on continued receipt of HSE SHCPP funding (which is confirmed on an annual basis). Salary will be *pro rata*, based on a full-time salary of €71,662 (equates to €36.75 / hour). In addition, Well Woman will underwrite costs of monthly external counselling supervision.

Upon completion of a probation period (ordinarily 4 – 6 months), an Annual Training Allowance and Study Leave are provided for.

Working Hours and Place of Work:

The Lead Counsellor will work between our Pembroke Road and Liffey Street clinics. The role is offered on a part-time basis, 21 hours / week.

Specific rota and hours to be agreed between Chief Executive and the successful candidate, however candidates should note that generally hours would be spread across 4 days per week and be consistent week-to-week to ensure coverage across the counselling service for clients and staff alike.

Approximately 4 hours of the above are reserved for administration; the balance is to be used for client hours. From time to time, and with the agreement of the CEO and / or Operations Manager, additional administration hours may be allocated.

The role is advertised on the basis of a one-year contract, open to renewal. Applicants are asked to note that this role is contingent on continued HSE SHCPP funding to support the service.

To apply:

Send a Letter of Application outlining your experience and qualifications, and CV, for the attention of Alison Begas, Chief Executive, at info@dublinwellwoman.com, stating 'LEAD COUNSELLOR' in the subject line.

Deadline for receipt of applications: Close of business, Thursday, 11th January 2024.