EAP Counselling Supervisor

# Job details

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| Job title: | Counselling Supervisor |
| Department: | EAP |
| Location: | Home Based |
| Reporting to: (job title only) | Clinical Lead |
| Direct reports: (job title only) | N/A |
| Accountable to: (where applicable) | Clinical Lead |
| Responsible to: (where applicable) | Clinical Lead |
| Job purpose: | The provision of a quality counselling supervision service to Counsellors working both on an EAP Helpline and/or delivering remote Telephone/Video counselling.Contribution to the clinical assurance processes of the service including case reviews, clinical audits and competency assessments. The post holder will ensure supervisees work safely and professionally, adhering to NICE guidelines and professional/service guidance.The Counselling Supervisor will also be responsible for supporting Counsellors maintain registration and/or gain accreditation through Counselling Bodies such as NCS/BACP etc. |
| Role and Responsibilities: | * **Providing counselling supervision**
* This role requires out of hours escalation on call commitment to be shared with other senior clinicians.
* Provide counselling supervision to qualified staff, and trainees in line with BACP/NCS guidance.
* Keep accurate, detailed and timely records of supervision sessions.
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|  | * Work closely with other VHG Service manager(s)/Senior Counsellors to ensure supervision is delivered effectively and collaboratively including issues such clinical performance, audit, complaint feedback and current themes.
* Be a point of contact for external Supervisors used by VHG, ensuring consistency of the supervision, feedback loops and integration within the existing VHG policies and procedures.
* Maintain and develop appropriate systems to ensure the best use of supervisor time.
* Ensure flexibility with other supervisors to provide a service that fits well with counsellors varied hours.
* Co-ordinate and ensure all staff (including new starters) that require supervision have access to this.
* Provide the Service leadership with regular reports on the uptake of supervision, hours provided, and the overall quality of counselling provided.
* Ensure counselling supervision contracts are understood and agreed with Supervisees.

**Supporting safe and effective practice*** Provide case reviews for clinical cases being provided treatment through our Practitioner Network.
* Contribute to the VHG clinical assurance processes including clinical audits, case reviews and competency assessments.
* Be aware of and promote all company policies and procedures.
* Support staff to collate all data required for service monitoring including client outcomes and feedback forms.
* Support and provide advice to staff to ensure good risk management and safeguarding practice in accordance with VHG Policy and Procedures. This may include providing support as part of the Out of Hours On-Call risk rota.
* Be involved in the induction and training of new staff.
* Meet regularly with the Clinical Lead and Service Manager(s) for supervision support and to contribute to service development.
* Ensure that any serious concerns about staff / disciplinary matters are brought to the attention of the Clinical Lead and/or Service Manager(s).

**Service development and continuous quality improvement*** Support supervisees needs in relation to registration/accreditation requirements, including listening to session recordings, giving constructive feedback and signing off registration/accreditation paperwork.
* Support and encourage staff to continuously review their therapeutic skills to meet the needs of VHG’s clients.
* Contribute to the development of new company policies and procedures.
* Contribute to VHG service development.
* Attend internal or external training events and contribute to CPD planning and delivery as required.
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|  | * Support service-user empowerment and their participation in service development.
* Support the service at all times in promoting equality and diversity within service delivery, staffing and within the development of policies and procedures.
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| Clinical Governance: (where applicable) | Clinical Lead and Central Governance team |
| Training and supervision: | Ongoing CPD, in line with Accreditation requirements |

# Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  Accredited BACP/UKCP/NCS Counsellor Qualification in Counselling/Psychotherapy Supervision |  |
| **Experience** |  Minimum 5 years Post Graduation Counselling/Psychotherapy Experience |  Previous Supervisory Experience  Experience of ManagingCounselling teams Experience of providing group supervision |
| **Skills/knowledge** |  IT literate – intermediate level minimum Experience of EAP Helpline work and/or experience of Short Term Solution Focused Counselling |  Understanding of treatment approaches for Common Mental Health Disorders eg: IAPT Service Experience of Corporate Services for Wellbeing and Mental Health |
| **Specialist training** |  Counselling/Psychotherapy Supervision |  Management of risk / safeguarding adults and children |
| **Personal competencies and qualities** |  Evidence of values that are consistent with VHG values. Interpersonal skills to engage and develop working alliances with colleagues and service- users. Evidence of an openness to learning new knowledge and skills. Excellent verbal and written communication skills |  |

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|  |  High level of enthusiasm and motivation Ability to work under pressure  An awareness of andcommitment to supporting and facilitating diversity and inclusion Excellent time management skills |  |

**Version Control**

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.3 | Status: | DRAFT |
| Date Published: |  | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
| V1.3 | 26/06/21 | Updated to ensure wording consistent with service changes; addition of out of hours on-call rota cover; change of line management to Clinical Lead. |