

## The Minster Centre Job Description

### The Minster Centre Psychotherapy & Counselling Service (MCPCS)

#### Co-ordinator

##### Terms and conditions

<b>Hours:</b>	Part-time 28 hours per week  Normal office hours are 9.30 to 5.30. Staff work flexibly around these and exact hours can be negotiated, however, because we want enquirers to be responded to rapidly, we are seeking a co-ordinator who will attend the office at least three days a week and we would welcome arrangements for attendance for more, but shorter, days a week. Some attendance at meetings and events outside office hours will be required.
<b>Salary range:</b>	£30,000-34,000 pro rata
<b>Contract:</b>	Permanent
<b>Annual leave:</b>	33 days (including bank holidays) pro rata
<b>Reports to:</b>	Deputy Director

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##### Background and summary of the job

The Minster Centre is a registered charity that provides psychotherapy and counselling services and training. This a key role within the Minster Centre that will uphold our underlying values. The Minster Centre recognises that the individual relates to a wider social fabric and has a responsibility to individuals within society. To that end we strive to offer a high-quality and affordable Psychotherapy and Counselling service to the community and to offer our trainees an experience underpinned by those values. The MCPCS Co-ordinator will offer a professional assessment and referral service to members of the community seeking long-term therapeutic support and will support Minster Centre trainees in gaining clinical client experience as part of their training to become effective counsellors and psychotherapist.

##### Duties and responsibilities

- To deal with enquirers to the service in a timely, respectful, supportive and professional manner and support a range of staff to do the same.
- Accept referrals via agreed protocols and undertake clinical assessments.
- To answer queries and manage and client concerns or complaints.

- To provide information regarding appropriate services (where possible) to enquirers whom you consider unsuitable for referral to a student therapist and to support a range of staff to do the same.
- Allocate clients to student therapists within the agreed time frame.
- To ensure all records are accurate, up to date and held in accordance with MCPCS protocols and legislation (e.g. confidentiality, Data Protection Act etc.)
- To ensure any adopted quality standards are met
- To develop and maintain good communication and effective relationships with colleagues, especially clinical supervisors, to deliver an effective service for clients and provide an opportunity for student therapists to develop their skills
- To liaise with Minster supervisors to assess the level of client complexity students are able to work with and to assess client suitability
- Induct new student therapists into the workings of the service
- To develop and maintain good communication and effective relationships with external partners
- To ensure the maintenance of standards of practice according to the Minster Centre and any regulating, professional and accrediting bodies (e.g. BPS, UKCP, BACP), and keep up to date on new recommendations/guidelines set by these bodies
- To line manage the MCPCS administrator and other staff involved in client contact and to actively participate in relevant internal meetings and training sessions
- To liaise with the Finance Manager to effectively manage the collection and recording of client fees
- To value diversity and to actively promote and ensure good equal opportunities/anti discriminatory practice at all times
- To work with the Deputy Director to develop and market the service to provide an excellent service and to further learning opportunities for Minster trainees.

This is not an exhaustive list of duties and responsibilities. The post holder may be required to undertake other duties which fall within the ambit of the role, in discussion with the Director or Deputy Directors.

The post holder is expected to comply with all relevant policies, procedures and guidelines of The Minster Centre, including those on Equal Opportunities, Health and Safety and the Data Protection Act.

## Person Specification

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form, at interview if shortlisted, and, in some instances, through an exercise.

	<b>Essential</b>	<b>Desirable</b>
Qualifications and knowledge	<p>Recognised Qualification compatible with integrative psychotherapy</p> <p>Registration/Accreditation with a professional body recognised by the Professional Standards Authority (e.g. UKCP/BACP)</p>	PGDip/MA Advanced Clinical Diploma
Skills/Abilities	<p>Excellent oral and written communication skills.</p> <p>Strong interpersonal skills including a proven ability to work effectively as a part of a team and an ability to relate to and work with students and staff at all levels.</p> <p>A proven ability to effectively manage own workload, maintaining a strategic overview while juggling conflicting priorities and deadlines.</p> <p>Excellent attention to detail.</p> <p>Be able to use Microsoft office (Word, Excel, PowerPoint and Outlook) competently.</p>	Use of 'Access' databases & ability to manipulate and analyse data
Relevant Experience	<p>Proven &amp; substantial experience in assessments</p> <p>Experience in referring clients to other services when appropriate</p> <p>Experience of managing service development</p> <p>Significant post qualifying continuous professional development</p> <p>Ability to interpret data to produce reports</p>	Significant experience of change management, service evaluation and service improvement.
Qualities/ Disposition	<p>Friendly pleasant manner.</p> <p>An enthusiastic and flexible approach to work</p> <p>Conscientious and diligent</p> <p>Ability to work in a multi-cultural setting and to appreciate and respect diversity and difference</p> <p>A commitment to the Minster Centre's ethos and values.</p> <p>Empathy with the needs of teachers and students in a vocational therapeutic environment</p>	

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare any convictions, cautions, reprimands and final warnings that are not protected on the form provided.

Please complete the application form and declaration and it to our Operations Manager, Justine Walsh: [justine@minstercentre.org.uk](mailto:justine@minstercentre.org.uk)

The closing date for applications is: Monday 16<sup>th</sup> April 2018

**Interview date: Friday 27<sup>th</sup> April 2018**