

Job Title: Counselling Coordinator

Unit/School: Student Services

Grade: 6 A / B

HERA: SS39

Core purpose of role

To manage the delivery of Counselling Services for Cardiff Met Students, ensuring that resources are adequately managed and effectiveness is monitored via robust evaluation.

To develop a wide range of supportive activities enabling students to thrive and be able to engage with their studies, and their university experience.

Key responsibilities and contributions

- To manage the delivery of Cardiff Met's Counselling Service in line with the university's approach to mental health and wellbeing i.e. Step Change.
- To ensure the continued integration of Counselling Services into the wider support offering enabling Cardiff Met students to continue to engage successfully with their studies.
- To hold overall clinical responsibility for the Counselling Service, ensuring it operates in a clinically safe and ethical manner.
- To regularly review and evaluate provision and practice, and pursue new initiatives which address the changing needs of the University community, maximising the expertise of counsellors.
- To act as a source of expertise to colleagues in the wider wellbeing team, in regards to student mental health.
- To co-ordinate the Counselling team's responses to Mitigating Circumstances requests from students tracking applications providing thematic reporting.
- To line manage sessional and volunteer counsellors' diaries ensuring availability meets student demand proactively addressing increases in waiting times for appointments.
- To manage the allocated budget for counselling in line with student demand.
- To manage the relationship with the external counselling contractor, including managing external counselling staff.
- To ensure interventions are effectively measured and therapeutic modality is matched to specific needs of students.
- To regularly report to the Head of Student Wellbeing both qualitative and quantitative data on student engagement with counselling, including thematic reporting.
- To ensure that appropriate professional supervision is in place for Cardiff Met counsellors.

Person specification**Essential qualifications / Professional memberships**

1. A degree or equivalent qualification.
2. Recognised professional Counselling qualification.

Essential experience, knowledge and skills

1. Up to date knowledge of counselling therapies and techniques.
2. Knowledge of potential referral routes for students with complex or specialist needs.
3. Understanding of professional ethics and concepts especially as applied within an integrated context.
4. Excellent understanding of safeguarding and risk management processes.
5. Ability to think creatively and develop innovative solutions to challenges.
6. Ability to communicate effectively with a wide range of audiences.
7. Excellent inter-personal skills with the ability to develop effective working relationships with a wide range of stakeholders.
8. Experience of leading and coordinating a team, including performance management.
9. Experience of managing a budget.
10. Experience of working as part of an integrated team.
11. Experience of working in a generalist counselling setting dealing with a wide range of issues.

Desirable

1. Awareness of the issues affecting students in Higher Education.
2. Evidence of recent professional development.
3. Experience of working in an educational setting.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable



A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires an enhanced DBS adult workforce check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.