

Service Coordinator (Job share 20 hours p/w)

JOB DESCRIPTION – September 2026

Aim: To co-ordinate a safe, professional and accessible face-to-face and remote counselling service.

Service Coordination

- Provide line management for counsellors and support workers.
- Provide clinical supervision to both qualified and trainee counsellors – one to one.
- Identify potential training needs for the volunteer team.
- Lead the recruitment and induction of volunteers.
- Lead the recruitment and induction process of trainee counsellors on placement.
- Liaise with the Bower House treasurer, administrator and governing body on matters regarding finances.
- Review and develop appropriate policies and procedures including referral, cancellation, assessments, financial and administrative procedures.
- Liaise with local mental health agencies, local GP's and primary care.
- Promote and publicise the counselling service among relevant agencies, referrers, service users, potential service users, Churches Together and the wider community.
- Liaise and build effective relationships with relevant statutory and voluntary sector partners.

Service Delivery

- Undertake assessments and allocate clients to counsellors.
- Deliver in-house training as required.
- Maintain and manage the counselling waiting list.
- Maintain and manage client record systems.
- Maintain own counselling practice or role outside of the Bower House. There is an opportunity to work with clients at the Bower House, but the role only allows for up to two clients at one time.
- Ensure adherence to safeguarding procedures.
- Ensure that clinical supervision is obtained for self.



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The Bower House, 32 Coventry Road, Market
Harborough, Leicestershire. LE16 9BZ
01858 469257

www.bowerhousecounselling.org

- Ensure the service is delivered in line with BACP's guidelines and ethical framework.
- Maintain agency membership of the BACP and ACC and review membership as required.
- Ensure that client and team complaints are investigated in a timely manner and dealt with appropriately.

Service Monitoring and Evaluation

- Ensure that appropriate record-keeping systems are maintained in line with data protection requirements.
- Ensure service outcomes and outputs are effectively monitored and evaluated.
- Ensure adherence to budgets and agreed financial systems.
- Provide quarterly reports to the Governing Body and attend the Governing Body meetings.
- Plan, collaborate on and facilitate Bower House community Away Days (Annually) and Annual General Meeting.
- Engage in bi-monthly meetings with the Joint Working Group.
- Plan and facilitate counsellor forums and support worker training and meetings.
- Encourage, lead and empower others.

This job description is not exhaustive.

Tasks may be amended in response to changing requirements or in line with the skills and experience of the post-holder.