SARSAS Listen. Believe. Support.

COUNSELLING COORDINATOR

Job Description and Personal Specification

Salary	£30,686.70 per annum (pro rata)
Hours	22.5 - 37 hours per week
Responsible to	Counselling Manager
Based	Bristol (with some travel across Avon and Somerset) up to 2 days per week working from home
Pension	Employer pension contribution of 5%
Annual leave	27 days plus bank holidays (pro rata)
Contract	Employed, full time and permanent

This post is subject to an enhanced DBS check

Equal opportunities statement

SARSAS values diversity and welcomes applicants from all sections of the community; especially from minority groups/groups with a protected characteristic such as People of Colour, who are currently under-represented. We are a Disability Confident Committed Employer. Our current premises are wheelchair accessible.

About the role

We have an exciting opportunity to join our thriving and dynamic SARSAS team as a Counselling Coordinator. We are recruiting a highly organised, passionate, and pro-active Counselling Coordinator to working alongside the Pathway Hub team, Specialist Support team, Counselling Manager and Head of Services.

The SARSAS counselling service provides one-to-one trauma-informed counselling to people who have experienced sexual violence at any point in their lives. The Counselling Coordinator helps ensure the smooth running of SARSAS counselling

across our Hubs and Spokes in Bristol, South Gloucestershire, North Somerset, Bath, and Somerset.

The Counselling Coordinator is the first point of contact for clients being offered counselling support and ensures that our therapeutic interventions make a difference to survivors. The Counselling Coordinator makes sure that our clients receive an accessible, inclusive, and trauma-informed service, and that our clients have a positive experience of the SARSAS counselling service.

An integral part of the Counselling Coordinator role is providing line management to some of the Counsellors within the team, whilst also supporting the wider counselling team and Counselling Manager to ensure the SARSAS counselling service operates efficiently.

About you

You will be a confident and enthusiastic individual who is passionate about supporting people who have experienced sexual violence. You will have a good understanding of the impact of sexual violence and experience of providing trauma informed support.

You will enjoy being part of a team and feel passionate about motivating, inspiring and supporting those you line manage and within the wider team.

You will be responsible for the allocation of suitable clients to counsellors through your knowledge of case and risk management and your skill in exercising professional judgement. You will be highly organised with the ability to coordinate and manage multiple waiting lists for different counselling services across a wide geographical area. You will have excellent administrative skills and the ability to manage a complex and demanding workload.

You will enjoy working alongside different teams within the organisation to ensure client’s have a consistent and supportive journey towards recovery, sharing best practice, motivating others, and driving change.

You will have excellent communication and interpersonal skills and the ability to respond calmly and compassionately in difficult situations. You will be a reflective practitioner who has good self-awareness, resilience, and commitment to own

wellbeing. You will keep the voice of the client at the heart of your work and gather feedback to inform and shape services.

About SARSAS

SARSAS exists to relieve the trauma and distress and help rebuild the lives of survivors who live in Somerset, Bristol, South Gloucestershire, North Somerset and BANES, who have experienced any form of sexual violence, at any point in their lives. We campaign and educate to raise awareness and bring an end to sexual violence. Partnership work with a variety of agencies locally and nationally is a priority to enable social change.

Our work is guided by a trauma-informed approach which understands how traumatic experiences can impact on survivors and keeps an awareness of the effects of trauma at the forefront of our approach to support.

This video developed as part of the 2021 GSK Impact Awards will give you a taster of the work we do.

Key Responsibilities:

Coordination and administration

- Oversee the delivery of trauma-informed SARSAS counselling services, ensuring accessibility and inclusivity.
- Provide line management to counsellors and trainees across Bristol, South Gloucestershire, North Somerset, Bath, and Somerset, ensuring high-quality therapeutic support.
- Foster a supportive environment where the team feels valued.
- Ensure counselling services comply with BACP standards and SARSAS policies and Rape Crisis England and Wales National Service Standards.
- Assist the Counselling Manager with the recruitment and induction of new counsellors and trainee counsellors.
- Work closely with the Counselling Manager to meet funder requirements.
- Build relationships with key agencies through meetings, presentations, and training on sexual violence support and prevention.
- Stay informed about relevant legislation, best practices, and guidelines.
- Promote and publicise SARSAS services.

Service Delivery and development

- Ensure accurate recording of counselling activity for effective monitoring and evaluation.
- Support counsellors in maintaining up-to-date and confidential therapy records.
- Contribute to the development of best practice systems and the overall development of the counselling service.
- Ensure counselling services are ethical, accessible, and inclusive for all clients.
- Manage counselling waiting lists and oversee client allocation.
- Provide case management support to maintain professional standards.
- Support with safeguarding issues as they arise and manage situations within SARSAS policy and procedures.
- Facilitate client engagement and feedback to inform service improvement.
- Strengthen community links, especially with underrepresented groups.
- Ensure record keeping is compliant with all relevant policies, including BACP Ethical Framework, RCEW National Service Standards, GDPR, and local authority requirements.
- Participate in risk assessments and Health & Safety processes.

Monitoring and evaluation

- Provide statistical data, case studies, and feedback for reporting, development, and fundraising purposes.
- Maintain GDPR compliance and follow SARSAS data protection policies.

General responsibilities

- Commit to ongoing self-care, clinical supervision, reflective practice and line management.
- Attend organisational meetings and communicate effectively within the team.
- Adhere to all SARSAS policies, including safeguarding, confidentiality, and GDPR.
- Uphold SARSAS's Equality and Diversity Policy.
- Attending all training, whether statutory or non-statutory, as required.
- Perform other duties as needed.

- Foster a positive, proactive work environment aligned with SARSAS values.
- Work in a manner that promotes the ethos and values of SARSAS.
- Taking a positive and proactive approach to problem solving to contribute to a positive working environment.
- Undertake any other duties commensurate with the role. Some evening work may be required.

Person Specification

	Essential	**Desirable**
Qualifications and training		• Counselling or equivalent qualification
Experience	• Experience of line management or supervision of staff/volunteers. • Experience of working with people who have experienced trauma and/or have complex needs. • Experience of handling safeguarding concerns, as well as risk assessment and risk management procedures. • Experience and understanding of building positive and empathic relationships with clients with complex needs. • Experience of developing and delivering presentations, materials, and/or workshops. • Experience of and commitment to working inclusively with diversity. • Experience in communicating with other professionals and agencies in relation to clients. • Experience of maintaining professional boundaries and using knowledge and professional judgment to inform decision-making processes.	• Experience and understanding of assessment and referral processes. • Experience of therapeutic or clinical work with clients who have experienced rape or sexual abuse. • Experience of working in the voluntary sector. • Experience of recruiting, inducting people.

Knowledge and skills	• Knowledge and understanding of the impact of trauma on individuals. • Understanding of vicarious trauma. • An understanding of the impact, barriers, and support needs of people who have experienced sexual violence. • Good IT skills and experience of using Excel, Word, and Outlook. • Clear and effective verbal and written communication, organisational, planning, and time management skills. • Willingness and ability to travel as required across Somerset and Avon. • Ability to effectively coordinate and manage multiple tasks, maintain up-to-date client records, and collate data for monitoring and evaluation. • An understanding of equality, diversity, and inclusion and a commitment to making services accessible for all.	• Knowledge of key signposting and referral agencies. • Knowledge and understanding of relevant monitoring and evaluation frameworks. • Knowledge of relevant legislation. • Knowledge and understanding of working in the charity sector. • Knowledge of workplace health and safety, including assessing risk.
Personal effectiveness	• A sensitive, compassionate approach to working with trauma survivors, in line with SARSAS's feminist ethos. • Passionate about supporting survivors of sexual violence and inspiring others. • Creative, flexible, and curious with a focus on continuous improvement and responding to changing demands. • Excellent interpersonal, communication, and team-working skills, with a commitment to motivating others. • Strong commitment to personal wellbeing, professional development, and maintaining the	

	service user experience at the heart of all work. • Proficient in I.T. skills. • Dedicated to service user involvement, community development, and the ongoing application of SARSAS's values.	