



Job title:	Counsellor Co-ordinator
Responsible to:	Clinical Services Manager
Location:	Office based with remote working covering Northern Ireland
Hours:	18.5 hours per week
Contract:	Permanent
Salary:	£28,404- £33,262 (Pro- rata)

About Nexus

Nexus is a Northern Ireland wide charity and 2024 marked 40 years of providing services in supporting victims and survivors of sexual abuse and abusive relationships.

Every year in Northern Ireland there are thousands of sexual offences reported to PSNI, and thousands more that go unreported. Without specialist support like ours, victims of these crimes will find it even harder to deal with the trauma they experience. The impact of this trauma can be devastating and is lifelong.

We deliver a range of bespoke and specialised supports and services including:

- Trauma informed counselling to those affected by sexual assault and trauma from age 8
- Post counselling support and follow-up
- A UK wide 24 hour Domestic and Sexual Abuse Helpline, which is funded by the Department of Health, Department of Justice, and the Department for Communities in Northern Ireland
- Education and Training initiatives delivered to a breadth of organisations, professionals, parents, schools and young people on topics such as consent, child sexual exploitation, handling disclosures and healthy relationships.

Our most recent strategic plan (2023- 2026), latest reports, policies and research can be viewed here: [About - Nexus NI](#)

We use lived experience, professional expertise and research to improve the development of relevant policy, practice and service commissioning. We stimulate debate so our society becomes more informed and confident in speaking out and challenging sexual abuse and abusive relationships to break the cycle.

Our people are vital to the success of the organisation, they are a dedicated and professional group of individuals who uphold our values through the delivery of specialist, quality driven and sustainable services.

Job Purpose

As Counselling Co-Ordinator of Nexus' existing counselling team, you will work closely with all clients who are availing of Nexus Services. You are responsible for leading and managing a team of counsellors and mental health and wellbeing practitioners with the aim of delivering individual counselling, therapeutic peer support, family therapy through a triage process.

You will be pro- active in aligning service provision to meet the needs of Nexus clients. You will ensure the professional standards and code of ethics are maintained to the best possible standard and ensure Nexus Safeguarding policies and procedures are implemented to a leading standard of professional care and therapy. You will be the custodian to ensure a safe and risk- free environment is established for all clients and service users.

Assisting in the development and delivery of counselling interventions you will be pro- active in identifying areas of opportunity in the prevention of trauma and risks to all service users including Men, Women and Children.

Leading your team to deliver the best possible level of individual and team performance you will ensure the best service delivery for our clients. Ongoing evaluation of team and project performance will ensure that the most up to date and detailed management information is available to continue to improve the overall delivery within the project.

Main responsibilities

- Lead and manage a team of counsellors and PWP's to deliver the highest standard of service responding to all matters in relation victims/survivors of sexual trauma.
- Manage counselling and group referrals linked to Nexus main counselling contracts and process these in an efficient and timely manner.
- Positively engage with new referrals to ascertain pertinent details, provide information and assurance on the next steps of the process whilst managing expectations in relation to timescales
- Provide appropriate support and signposting information to the referrer

- Ensure professional and sensitive communication is provided to the parent/guardian regarding the appointment information.
- Ensure all information is recorded in line with GDPR legislation and in a timely manner
- Manage waiting list, ensuring that clients are allocated according to referral date and assigned to the appropriate counsellor or PWP based on geographical location
- Effectively process client allocation to counsellor/PWP: ensure the internal end to end process is completed in full
- Process clients after initial assessment to Ongoing Support on Counsel 360
- Ensure evaluations (initial, midway and end point) are processed to ensure effective and precise reporting against funders targets
- Liaise with Nexus Admin team regarding systems, paperwork and procedural changes, issues, and updates
- Compile live data to ensure accurate, efficient reporting in line with funding targets.

General responsibilities

- Work within Nexus policies, procedures, and standards
- To work across other Nexus projects
- To maintain an awareness of own and other's health and safety and comply with Nexus Health and Safety procedures
- To comply with Nexus Diversity and Equality policies and practices
- To comply with all relevant Nexus child and vulnerable adult safeguarding policies
- To maintain and develop competence in the use of IT systems
- Hours of work flexible depending on need

Further duties

- Maintain professional practice standards in line with Nexus principles and core standards
- Undertake responsibilities in directly supporting the work of others in delivering all the services of the team
- Keep professional records of all programmes of work with supportive notes
- Provide a series of staged assessment reports and a final post evaluation report
- Keep clear records of activities and expenses
- Other appropriate duties as required by Line Manager

- Contribute to the development of best practice and service development, taking a lead role as required

Essential Criteria

- 3rd level qualification or equivalent in the areas of Counselling or related field
- Experience of working with Sexual Trauma
- Facilitating support groups
- Supervision and leadership of a team
- Managing a project including returns and monitoring
- Managing financial and other resources within budgetary expectations
- Excellent organisational and time management skills
- Computer literacy (proficiency in the use of Word, Excel, Access, PowerPoint)
- Hold a full current driving license valid for use in the UK and Ireland and have access to a car on appointment. This criterion will be waived in the case of a suitable applicant who has a disability which prohibits them from driving but who is able to organise suitable alternative arrangements to meet the requirements of the post in full.

Desirable Criteria

- Working in the voluntary sector
- Working directly with funding officers
- Working directly with vulnerable adults and/or survivors of sexual violence in a supporting role
- Qualification in facilitation or relevant fields
- Recent training (accredited or unaccredited) in fields related to the post

This job description is not incorporated into the employee's contract of employment.

It is intended as a guide and should not be viewed as an inflexible specification. It may be varied from time to time in the light of strategic developments following discussion with the post holder.

The post is subject to enhanced Access NI check