



**Area 43
1 Pontycleifion
Cardigan
SA43 1DW**

01239 614 566

Welcome

Hello, and a warm welcome!

Thank you for your interest in Area 43, so called because it is based in the historic town of Cardigan in West Wales which is the centre of the SA43 postcode.

For more than twenty years, Area 43 has provided drop-in and counselling support to many vulnerable young people in our community. We are proud of what we have achieved, but in recent years the world has changed. Even before the pandemic, young people experienced increased mental health issues, suicide, isolation, and a support system that didn't meet their needs. Area 43 was set up in 1996 to tackle these issues and over the years, we have succeeded in helping many local young people to successfully navigate the challenges they face.

One in eight young people suffers from a mental health issue. 30% live in poverty, more than a third have self-harmed. Young people are experiencing a lack of employment opportunities, issues related to body image and materialism, pressures from social media and negative stereotyping, and the age-old problems of poverty, domestic abuse and other family issues, substance misuse, and crime. Add to that a year out of school, isolated from friends, family and support systems, and the crisis is at breaking point. And we must do something about it.

We need to tackle head-on the issues around isolation, self-esteem, and resilience to tackle the mental health issues affecting young people. We need to do this *with* young people, rather than creating services and fitting young people into them. We need to be flexible, needs-led, trauma-informed, and trustworthy. Young people need to know that they can come to us, not just when in crisis, but before then, that they will be heard, listened to, and supported to make changes.

Services need to have appeal to all young people, be open, inclusive, and engaging. Non-threatening, fun, and worthwhile experiences are crucial to ensuring young people can and will access services. So, should they ever be in crisis, they know where to turn for support.

We welcome people regardless of age, disability, gender identity, marital status, race, faith or belief, sexual orientation, socioeconomic background, and whether you're pregnant or on family leave. In line with our commitments to race equity and trans inclusion, we particularly welcome applications from people who hold these identities. We are committed to changing services, making them relevant for today's youth.

If this aligns with your perspective, I do hope that you will apply for this position.

Sincerely,
Rachael Eagles
CEO, Area 43



Who we are

Area 43 (registered as Cardigan Youth Project) is an inspirational charity, based in Cardigan, West Wales, which provides information, support and training to young people aged 14-25 and counselling services to those aged 5-30. Founded as a community needs-led project in 1996 we have been at the centre of the Third Sector in West Wales for more than 20 years. In 2019 Area 43 became a Charitable Incorporated Organisation under the Charities Act 2006 and is governed by a Board of Trustees.

We provide a safe, fun, informative and inspiring environment for young people to access support; empowering young people to express themselves by engaging with the issues that affect them directly. We do this through educative, participative practice, enabling them to develop knowledge, understanding and positive attitudes towards their communities by being inclusive and non-judgemental in our approach.

There is a strong focus on prevention through the promotion of physical and mental health and wellbeing, reinforcing positive patterns of behaviour through counselling, mindfulness and, where appropriate peer support.

Our Values

We want to use the power of:

Social Cohesion. To offer shared experiences and a place to meet those of different backgrounds, promoting mutual understanding and building friendships.

Resilient communities. We want to help young people develop the values, self-belief, and belief in others to become confident, active citizens. We want to offer a place to belong, skills to succeed and become optimistic about the future

Civic participation. We want to give young people opportunities to improve their lives and the lives of those around them, taking decisive social action in their local, national, and international communities.

Improved social mobility. We help develop life skills, the character, practical and employability skills that young people will carry with them into adulthood, helping them succeed.

To build:

Individual Life Skills

Connections between people

Enhanced Support Networks

Increased life chances

This means happier, healthier young people achieving their potential becoming better friends, family and neighbours and better employees, colleagues, and citizens.

DEPOT

Area 43 runs DEPOT youth café, a safe, informal drop in service, run by young people for young people in partnership with trusted professionals. We provide an environment where young people can socialise with their peers and access a range of quality information and support from trained and experienced staff as well as a range of activities.

The centre provides free hot drinks, subsidised food, computer and internet access. We also offer a range of engaging activities – arts and crafts, sound studio, cooking, food hygiene, kitchen management, housekeeping, interpersonal skills, money management, budgeting, and many other things, depending on each of the young people's needs. We will be shortly moving our current provision to a brand new youth café setting, based in Cardigan, enabling an exciting new provision for young people run by young people.





Counselling service

We offer a fully professional and confidential counselling service to any young person aged 14-25 years at our Cardigan Centre. Area 43 offers independent counselling services in Ysgol Gyfun Aberaeron, Ysgol Uwchradd Aberteifi, Ysgol Bro Pedr and Ysgol Bro Teifi and an Independent School Based Counselling Service in from Reception to Year 13 in Carmarthenshire schools.

We also have several additional external contracts and grants which contribute to our services. We have a substantial network of fully qualified counsellors, and a Clinical Director responsible for professional standards and quality control.

Charitable aims

Developing and providing a broad range of support services for young people, our aims are to:

- Enable children and young people to develop self-esteem and a positive approach to their lives and their place in society.
- To encourage them to participate in learning experiences and decision-making processes that impact their lives and their communities.
- Address and combat the problems they face in their home circumstances, relationships, social and life experiences, paying particular attention to those challenged by homelessness, unemployment, substance/alcohol misuse, criminality, and discrimination.
- We are especially interested in working with those who are socially, educationally, economically, or geographically disadvantaged or have any sort of disability.
- Provide young people with real learning opportunities both formal and informal that encourage and allow them to fulfil their potential.
- To co-operate with and share good practice and experience with agencies (both statutory and non- statutory) who provide services for young people and to forge links and represent the needs and aspirations of young people within their communities and to the government.



Job description

Job title:	Counselling Services Manager
Contract:	Permanent
Salary:	£28,000 per annum
Location:	Based in West Wales – Cardigan, Ceredigion, SA43 1DW
Benefits:	Pension contributions: 3% employer; 3% employee 20 days p.a. and statutory bank holidays

Overall purpose of the role:

To coordinate and manage the provision of the Area 43 Counselling Services and its team of qualified counsellors, and to take a leading role in ensuring young people have access to quality counselling services to improve their emotional, mental health and overall wellbeing. The role will have responsibility for the management of all counselling contract delivery, reporting and people.

Main Responsibilities:

- To work within a participatory framework, putting children and young people at the heart of the work of the project.
- To ensure all contract delivery meets funder requirements through robust monitoring, evaluation and reporting processes.
- To ensure the safeguarding of children and young people is a priority within the Service and report any critical concerns to Principal Safeguarding Officer (PSO) and to the CEO in their absence.
- To ensure all policies and procedures related to the delivery of the service and CMS are followed.

Team Leadership, Management and Coordination

- To manage the overall activity of the counselling service, managing the counsellors, counselling coordinator and volunteers.
- Managing the counselling services through regular operational supervision and offer one to one support
- To lead the recruitment and induction of Counsellors
- To liaise with local training providers regarding trainee placements.
- To lead the initial screening and subsequent mentoring of trainee counsellors on placements.
- To identify potential training needs for staff and volunteers
- To ensure adequate professional supervision and attendance by staff

Organisational Management

- To develop and review appropriate policies and procedures, including referral, cancellation, assessment, financial and administrative procedures.
- Maintain confidential records and work within Data Protection Act, GDPR and the BACP Code of Ethics.
- To develop and expand existing services and projects
- Ensure that risk assessments are completed
- To ensure that client complaints are investigated and dealt with appropriately.

Service Management and Delivery

- To establish and maintain effective referral pathways and cross referrals with internal teams and external stakeholders.
- To lead on induction and ongoing training for counsellors and volunteers in relation to wellbeing, emotional and mental health topics
- To maintain and manage client record systems.
- Engage effectively with schools, colleges, GP Clusters and the community

Service Monitoring & Evaluation

- Attend regular supervisory sessions with the Operations Manager and provide verbal/written reports as appropriate.
- To provide statistics and carry out quarterly monitoring and evaluation reports.
- To set up and maintain appropriate record-keeping systems in line with GDPR and data protection requirements.
- To develop and follow an overarching evaluation plan for the service.
- To ensure service outcomes and outputs are effectively monitored and evaluated and prepare service statistics monthly.
- To work closely with the finance department and ensure budgets are adhered to and financial systems maintained
- Ensure any funded projects are provided in line with the funding application and monitored.
- To help with identifying future funding opportunities to ensure sustainability of the service.
- To attend service meetings as required
- To work closely with the other colleagues for effective delivery of the service.
- To produce funders reports as and when required
- Complete daily, monthly, quarterly, and annual data and outcome measures
- Undertake training relevant to the job to keep up to date with issues relevant to providing a good, inclusive service and maintain and develop own professional practice

All staff are required to:

As a member of the Area 43 team, there are some common expectations of everyone, regardless of their role. Our vision and values drive who we are and what we do.

As a member of the Area 43 team, we ask that you:

- Treat your colleagues with respect, challenging and supporting each other appropriately;
- Contribute to a culture where it is safe to speak up when there is an issue, in a way that is constructive and professional, adopting an approach which enables people to learn and change their behaviour;
- Create an environment where people can be their authentic self, reflecting our ambition of acceptance without exception;
- Be an ambassador for Area 43 and our work, both internally and externally;
- Share your knowledge and help your colleagues to be the best that they can, while also owning your own personal development and performance;
- Understand your responsibilities under key policies, including Equality and Dignity at Work; health and safety; data protection; IT; social media and safeguarding.

This means that you:

- will behave in a way and make decisions that are for the benefit of Area 43 and our staff, volunteers, beneficiaries and supporters;
- demonstrate good understanding and commitment to the inclusion of lesbian, gay, bi and trans identities in all walks of life with a willingness to learn and be challenged;
- help people better understand and empathise with the challenges disabled people and those with learning difficulties may face and reduce the associated stigma;
- demonstrate a commitment to learning about and implementing Area 43's approach to race equity and eliminating discrimination across all protected characteristics;
- understand that you are personally responsible for your own behaviour;
- take active steps to understand the key policies and procedures and follow your responsibilities as set out by these;
- will attend any briefings and training to help you in your role;
- collaborate and co-operate with colleagues from across the Charity;
- ask and request advice if you are not sure of your responsibilities;
- carry out any other reasonable duties as directed by or agreed with line manager;

Person specification

Experience:

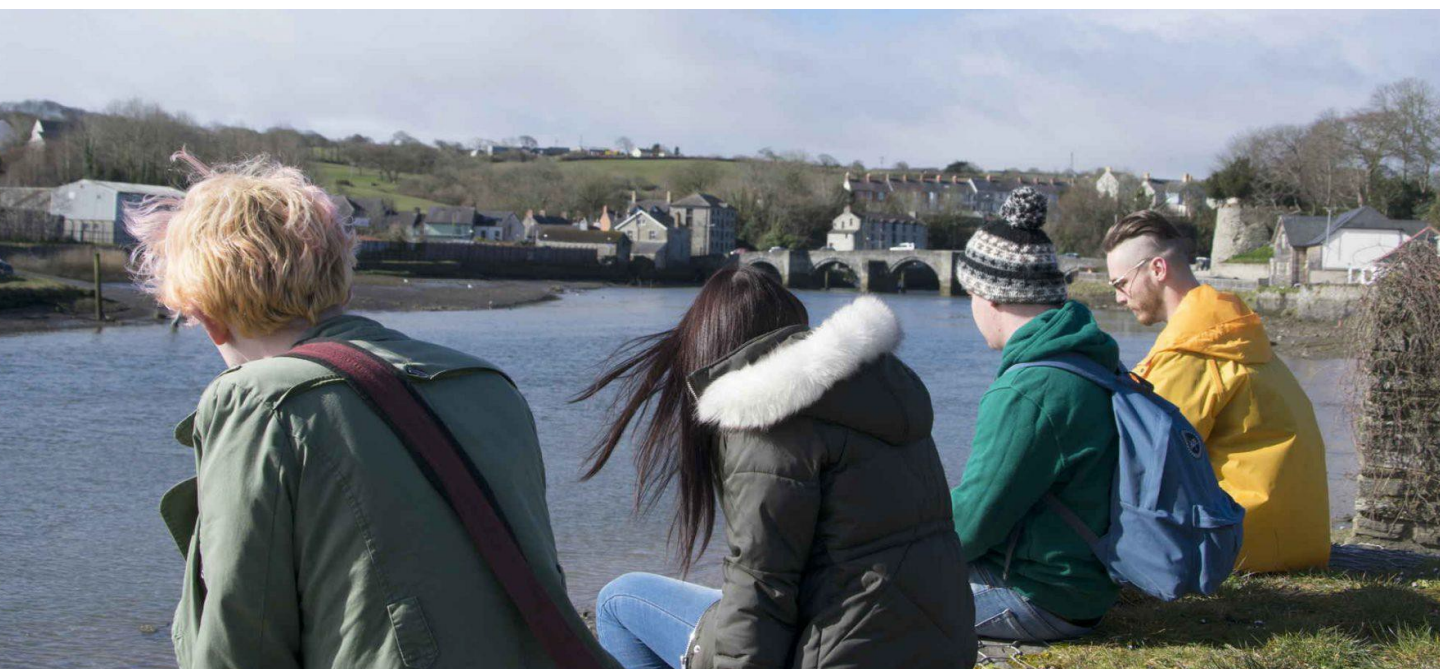
- Experience of developing and managing services
- Experience of working with young people centred services
- Experience of coordinating and managing large groups of staff and multiple contracts
- Experience of managing a therapeutic service
- Experience of carrying out assessments for provision of high quality counselling
- Experience of recruiting and managing staff/volunteers
- Experience of change management, service evaluation, service improvement or contributing to business expansion

Skills:

- Strong interpersonal skills, able to communicate effectively and appropriately with a wide range of audiences.
- Familiar with a range of software and applications and experience of using these in digital communications including social media, websites, and databases
- Able to work under pressure under own initiative and to prioritise own workload
- Resourcefulness, resilience, and innovativeness to be able manage different priorities and understand a wide range of activities.
- Able to work with a range of staff and stakeholders and understanding the importance of confidentiality
- Confidence in dealing with challenging situations and individuals
- A proven ability to make a thorough, comprehensive, and accurate assessment in relation to young people's needs and limits and make an appropriate decision with regard to working with the client and/or making a referral.
- A proven ability to identify clients at serious risk of harm to self or others and make appropriate decisions in relationship to their management and/or referral to emergency services.
- Ability to facilitate a range of contracts and interventions including: Group work, brief focussed work; intermittent therapy; long term work; and crisis management.
- Ability to personally manage and process difficult material which might be presented by distressed and/or disturbed clients.
- Proven ability to stay calm in crisis and emergency situations.
- Work on own with minimum supervision, plan workloads and organise varied projects and activities
- Devising good systems of record keeping of clients' details
- Strong team working ethos and team management skills
- Ability to produce statistical reports on a monthly and quarterly basis, including presenting written and oral reports
- Working with volunteers

Knowledge:

- Knowledge of the Charity Sector
- Competent with software such as MS Office
- Child Protection/Safeguarding Level 2
- Ability to speak Welsh is desirable, but not essential
- A thorough understanding of ethical frameworks and guidelines for good practice.
- Knowledge of mental health concerns faced by young people from BMER communities.
- Working knowledge of the specific issues common to this client group. For e.g. PTSD; Depression, anxiety disorder, transitions; self-harm; suicide; eating disorders; drugs and alcohol; separation, lack of motivation and concentration.
- Working knowledge and understanding of the process of assessment including risk assessment in relation to serious harm to self and others.
- A clear commitment and understanding of equal opportunities relating to accessing the service.
- Awareness and knowledge of other forms of therapeutic help and external referral agencies.
- Working knowledge of the legal framework in which mental health support sits, for e.g. Safeguarding, GDPR, Data Protection Act, NICE Guidelines, Mental Health Act, Disability Discrimination Act, Freedom of Information Act.
- An awareness of working with difference and diversity in relation to culture, sexuality, disability, race, religion, age, and gender.



If you would like to apply for this position, please send the following:

- An up-to-date **CV** outlining your employment history, academic and professional qualifications, and contact details
- A **supporting statement** (no more than 2 x A4 pages in length) outlining your motivation for applying and demonstrating how you meet the criteria outlined in the Person Specification
- An acceptable **Enhanced DBS certificate** will be required for this position

Please submit your application to counselling@area43.co.uk by the closing date on **4th January**

1st interviews are scheduled for the w/c **10th January**

Please state in your application if you have any commitments during the interview period that may coincide with these dates.

If you require any further information or would like to discuss the position, please contact Lisa Head (Lisa@area43.co.uk) to arrange a conversation.



Advertisement

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Contract: Permanent, full time

Salary: £28,000 pa

Location: Based in West Wales – Cardigan, Ceredigion, SA43 1DW

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- To ensure all policies and procedures related to the delivery of the service and CMS are followed.

As well as a demonstrable and genuine interest in the work of Area 43, the successful candidate will have experience of/demonstrate:

- Previous experience in a management role with wide-ranging responsibility
- Previous experience working with young people
- Able to be caring, sensitive and patient while supporting people to be as independent as possible.
- Enthusiasm to make a difference to people's lives
- Ability to listen, understand and respond to people, always putting the person that is being supported first.
- Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences.
- Ability to be flexible and open to new challenges, ideas, and experiences
- Ability to demonstrate Area 43's values and behaviours

If you would like to receive an Information Pack for this role with details on how to apply, or for an informal conversation, please contact dropin@area43.co.uk

Please note: responding to this advertisement will not in itself be considered an application. We will need a CV and a supporting statement, addressing the full person specification in the information pack.

Closing date for applications: **4th January 2021**



