



# **Assistant Care Team Manager**

## **Part time**



## **About PIPS:**

PIPS Suicide Prevention Ireland Charity is here to provide counselling and befriending support to individuals who are experiencing or have experienced suicidal thoughts or mental unwellness. PIPS Charity also provides support to families and friends who have been touched by suicide.

Our life saving services provide direct support to individuals who are in need. We offer a free, confidential counselling service, with no restriction on the number of sessions provided. We also offer a crises walk in service in Belfast and a crisis telephone service at other locations during our opening hours.

## **Background:**

PIPS Charity seeks to deliver Suicide Prevention and Bereavement Support Services including Counselling, Crisis Support, Complementary Therapies, Befriending, one to one sessions, mentoring and support groups, sign posting to support organisations and home visits across Belfast and throughout Northern Ireland.

The organisation's origins are linked to the unfortunate tragedy of 14 young people taking their own lives over a short period of time and the coming together of a range of stakeholders compelled to try to address the issue. The organisation began, and very much remains, a community led organisation with a strong grass roots led ethos to suicide prevention and self-harm.

PIPS Charity understands that everyone is different, and we need to be able to offer an appropriate service to cater for individual needs. PIPS Charity is one of the few, if not the only suicide prevention organisation that offers an open door service with no appointment needed.

Since our foundation we have strived to combat the high levels of suicide throughout the various communities in Ireland by providing help and support to those families bereaved through a suicide or self-harm. We do this through the delivery of suicide prevention and bereavement support services, 1 to 1 counselling, befriending services, advocacy support



and complimentary therapies and our client led 'no appointment needed' service. This 'no appointment needed' approach ensures there is always someone to contact for a chat when a person might feel vulnerable, might be at risk of suicidal behaviours or is simply in need of assistance. PIPS is their light in the dark.

When a person comes to PIPS for help, they will be spoken to immediately and a stay safe/support plan will be put in place. We have an open door policy; you will not have to wait days or weeks to see a counsellor/therapist. In addition to providing this immediate support, PIPS acts as a gateway to other services. We provide a wrap-around service so that nobody feels alone.

PIPS also provide a range of bespoke training programmes in the form of workshops, which raise awareness and provide individuals with intervention tools and knowledge on topics such as suicide prevention, self-harm, eating disorders, self-care and befriending. To date, these programmes have been delivered throughout Northern Ireland to a wide range of groups, including coaches, secondary school students, universities, charities, community activists and a range of private businesses.

We're extremely lucky to be supported by the community over the years. People have carried out numerous events and fundraising activities, giving us the vital funds that allow us to keep our doors open, and continue providing these necessary life-saving services. We as a charity do not receive any core funding and are able to stay open and functioning by every person in the street who lends a hand.

As the demand for our services continues to grow, the community support and belief in our services has never waned and it is only through the generosity of members of the public and sponsors that we are able to continue our services.

Here at PIPS Charity, we can guarantee that families who have lost loved ones and people in crisis will always be at the heart of our work and their needs will always be paramount in our service delivery.



## **PIPS Vision & Mission**

### **Our Vision**

Our vision is to be recognized for the contribution we can make to preventing the loss of life, supporting families and helping building hope within our community and we do this by striving for a compassionate Society free from suicide.

### **Mission**

We help individuals, families and organisations who have been affected by suicide or mental un-wellness, and we do this by:

- Providing support and counselling services in an accessible and non-judgmental space for individuals to understand themselves and to better navigate their personal path in life
- Providing a neutral, compassionate and supportive environment by offering a space for peer groups to share their experiences of emotional challenges
- Working with organisations to nurture a culture of awareness and understanding of mental wellness, by providing specialist training and volunteering opportunities
- Working with local communities and government bodies to influence societal change with the aim to advance the understanding of suicide and mental wellness within Ireland

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Assistant Care Team Manager</b>
<b>Reporting to:</b>	Clinical Care Team Manager
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	15 hours per week
<b>Shift Pattern:</b>	Saturday & Sunday (10.00am to 6.00pm)
<b>Salary:</b>	£ 32,500 (pro rata) per annum

### **Executive Summary:**

The Assistant Care Team Manager will be responsible for overseeing the weekend operations of the counselling facility, with a focus on providing high-quality care and support to clients. They will co-ordinate, develop and deliver a holistic range of support activities for people accessing services, intervention/prevention initiatives.

The post holder will be responsible to the Clinical Care Team Manager as well as supporting the development and governance of the organisation, providing assurance through the Chief Executive to the Board. The successful candidate will oversee the paid and volunteer counsellors respectively and will be responsible for ensuring that all counsellors are appropriately trained and supported, and that the counselling service is running efficiently and effectively.

The Assistant Care Team Manager will provide clear leadership to all staff within their area of responsibility and will be responsible for effective financial management and the efficient use of all resources.

The role will be based at our Belfast offices; however, you may be required to travel to PIPS offices as and when required.

### **Key Responsibilities:**

- Ensure that all counsellors in their team provide high-quality care and support to clients.

- Implement relevant support mechanisms and services for facility users.
- Oversee the management of all staff within their sphere of responsibility providing guidance and support as needed.
- In partnership with care team staff, develop and deliver individual client support plans.
- Liaise with the Clinical Care Team Manager to develop and implement policies and procedures to ensure the smooth operation of the counselling facility.
- Assist the Clinical Care Team Manager to ensure that services fully meet professional regulation, organisational and governance standards.
- Ensure that all counsellors are appropriately trained and supported, and that they adhere to best practice guidelines and ethical standards.
- Embed a culture of habitual use of available systems to facilitate dissemination of information within own Team.
- Assist the Clinical Care Team Manager in the development and maintenance of relationships with key stakeholders, other healthcare professionals, and community organisations.
- Support the Clinical Care Team Manager in maintaining a network of referral agencies.
- Support the Clinical Care Team Manager in the organisation of professional outreach services at key locations.
- Awareness of the performance of the counselling service, assisting with the identification of areas for improvement and help to implement changes as needed.
- Self-Audit to ensure adequately trained to maintain their practice through regular updates and supervision.
- Contribute to the vision, strategic and operational plans and policies for identified services and ensure they are communicated to all staff for whom the post holder has responsibility.
- Monitor area of responsibility with a regular analysis of data to ensure informed decision making and identification of risk.
- Promote, develop and facilitate a learning culture within the areas of responsibility.
- Maintain good morale amongst the staff under his/her leadership through effective feedback, positive relationships and effective role modelling.
- Develop individual personal development plans, setting targets and ensuring regular supervisory assessments and staff appraisals.
- Attend weekly Care Team Management meetings to ensure that case load support plans and service issues are dealt with in a timely manner.

- Effectively use of a Referral Protocol System in line with organisational policies and procedures.
- Weekly review of categorisation of high/medium/low risk assessments with the Clinical Care Team Manager.
- To provide counselling service provision to an agreed caseload.

### ***Training***

- Liaise with Universities and Stakeholders for supervision to support students and volunteers.
- Actively participate in events to promote awareness of suicide and self-harm.
- Ensure the induction training of all new staff and volunteers.
- Actively participate in events to promote awareness of suicide and self-harm

### ***Governance and Practices***

- Ensure the optimal use of comprehensive confidential case recording system in line with BACP requirements and data protection legislation.
- Report on quality assurance standards for service delivery.

### ***Representation and Lobbying***

- Represent the organisation at appropriate meetings, forums and networks in the absence of the Clinical Care Team Manager.
- Assist in the planning and preparation of meetings, attending when required and reporting when necessary.
- Promoting the success of PIPS model to other organisations.
- Support the Clinical Care Team Manager and Chief Executive with funding provider meeting.

## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>A qualified and accredited practitioner with a minimum level 4 qualification in counselling.</li> </ul>	
<b>Professional Accreditation</b>	Must be an active participant in a professional body such as, BACP, BABCP, IACO or NCPS.	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum of 200 supervised hours post qualification work experience gained within the last 5 years.</li> <li>Minimum of 2 years' experience in a managerial capacity gained within the last 4 years.</li> <li>Proven organisational ability and ability to co-ordinate diverse activities and tasks.</li> <li>Experience of working in/with and talking to groups.</li> <li>Experience and proficient with administrative systems including use of databases and Microsoft Office.</li> <li>Recent experience and proficiency in managing a comprehensive database system.</li> <li>Experience in working with statutory and voluntary agencies.</li> </ul>	Experience of working in a charity.
<b>Skills and Attitudes</b>	<ul style="list-style-type: none"> <li>A deep understanding of counselling best practices and ethical guidelines.</li> <li>Experience working in a counselling facility, with a track record of delivering high-quality care and support to clients.</li> <li>Demonstrable leadership skills.</li> <li>Ability to plan, manage, monitor and self-motivate and to build good working relationships with individuals and organisations.</li> <li>Excellent communication skills.</li> <li>Personal enthusiasm and a realistically positive attitude.</li> <li>Capacity for innovation and problem solving.</li> <li>Ability to work as a member of a team.</li> <li>Ability to maintain strict confidentiality and appropriate boundaries in all matters related to their work.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Flexible attitude towards working hours to meet clients' needs and as demanded by requirements of the job.</li> </ul>	
<b>Driving</b>	To apply for this role, you must have a full driving licence and access to a motor vehicle.	

### Application Details

The closing date for Application Forms is **28<sup>th</sup> February 2025 at 12 noon**. Applications received after this will not be considered.

Completed Application Forms along the Monitoring Form should either be emailed to [liz@pipscharity.com](mailto:liz@pipscharity.com) or sent by post, or delivered by hand to:

PIPS  
279 Antrim Road  
Belfast  
BT15 2GZ

## **We offer you:**

- **Competitive Salary**
- **Enhanced Sick Pay – 6 Months full Pay & 6 Months Half Pay**
- **28 Days Annual Leave**
- **11 Paid Bank & Public Holidays**
- **Carryover of 5 Annual Leave Days**
- **TOIL**
- **Compassionate & Bereavement Leave**
- **Occupational Health Service**
- **Employer Pension Contributions**
- **Private Health Care**
- **Flexible Working Hours**
- **Comprehensive Induction & Support**
- **On The Job Learning**
- **Car Mileage Scheme**
- **Family Friendly Policies**
- **Free External Counselling Service**
- **Learning and Development Opportunities**
- **External Paid Training**