



**EYE TO EYE
COUNSELLING SERVICE**

Trainer and Volunteer Coordinator

**Closing Date
15th March 2024**

We expect many applicants for this post, therefore please accept our apologies in advance but we will only contact those applicants shortlisted for interview.

Please return all applications to:

Tina.Rees@RCTCBC.Gov.UK

Safeguarding Statement

Eye to Eye is committed to safeguarding and protecting children and young people. All our posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks.

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our service.

All staff are expected to abide by our policies.



Job Description and Terms

Job Title:	Volunteer and Training Coordinator
Responsible to:	Community Manager and Head of Service
Location:	Eye to Eye Counselling Service. Carnegie Hall Offices Main Road, Church Village CF381PY
Contact	Alison Theaker Head of Service Alison.theaker@eyetoeye.wales

Terms:

Closing Date 15th March 2024

Salary:	Salary £30 ,226 per annum
Hours:	37 Hours per week, weekend work necessary for training and recruitment, ongoing training, and workshops.
Pension:	5% Charity 3% Personal Contribution
Annual Leave:	5.6 weeks per year plus all statutory bank holidays
Funded to:	31 st April 2026

Application returned to Tina.rees@eyetoeye.wales

Job Description and Person Specification

Eye to Eye Counselling Service is a CIO charity which offers free counselling to young people between the ages of 10 and 30 years in RCT. The charity has worked in both RCT and Merthyr for 27 years and is well established within the community. The charity works with colleges and universities to offer placements to trainee counsellors and provides all its counselling in line with BACP Standards.

All staff and volunteers within the organisation are required to perform their duties to support and promote the organisations ethos, including adopting a cheerful outlook and approach to their post as well as a team working approach.

The post holder will be required to be flexible with the range of duties undertaken to ensure the operational needs of the organisation can be met. Any such flexibility will be consistent with the overall duties of the post holder.

The post holder will be reporting to the Community Manager and the Head of Service for the charity.

The post holder will have a recognized qualification or previous experience of training and development, including designing, and delivering courses and workshops to internal counselling staff and external agencies.

The purpose of the role is to support volunteers with their training needs, develop workshops, deliver training, marketing, and commercialising training to generate an income for the charity and the post.

You will be required to support the trauma response team and counsellors working in schools enabling them to deliver workshops such bereavement and trauma during times of distress to schools and/or the local community.

The successful applicant will have the ability to:

- Assist the Community manager in all recruitment and induction of volunteers and assist in their development and ongoing volunteering.
- Consult with local colleges and attend open events and actively recruit volunteer counsellors into the charity.
- Understand and develop the training needs of a counselling organisation.
- Can develop the BACP competencies for working with children and young people, into a training package that can be delivered to staff and volunteers within Eye to Eye, and external counsellors wishing to develop their young people skills.
- Can identify gaps, develop workshops, and market training to be delivered to organisations and counselling students.
- Understand trauma-based work in order to support communities by providing information and advice during times of crisis.
- Assist with evaluations and updates to programs and services.

- Collect and analyse information and data for reports as requested by the Charity and its funders.
- Gather evidence in support of the funded post and ensure the position is commercially viable by the end of year two.
- The ability to speak Welsh will be an advantage.

The post will require flexibility as some evening and weekend work will be required during training and recruitment.

The post holder must be able to drive and have access to a vehicle as travel within RCT, Merthyr and Bridgend may be necessary.

Ideally you will:

- Have a good background knowledge of training and/or education.
- Have a good understanding of safeguarding adults and young people.
- Have an understanding of trauma and trauma-based training?
- Have experience of identifying and securing opportunities in training.
- Understanding of the counselling and mental health sector.
- Understanding of training needed to work with young people including the BACP competencies.
- Exhibit a high level of professionalism.
- Have excellent written, organisational and customer relationship building skills.
- Assist in the monitoring of outcomes to ensure they meet stated goals.
- Be proficient in the use of Microsoft Office applications.

Development of New Volunteers

- Participate in the recruitment, induction, and training of volunteer staff.
- Consult with staff and volunteers to identify needs.
- To assist with the DBS checks of volunteers.
- To mentor new group facilitators and peer support volunteers.
- When necessary, assist in allocation and appointments to community-based counsellors.
- Prepare and distribute volunteering information and opportunities.
- Act as a resource about program development and initiatives.
- Prepare briefing notes, reports and presentations as required to promote volunteering opportunities.
- Organise and provide support for training and group events and other activities.

Experience	Essential	Desirable
Experience of delivering training	x	
Experience of securing training that can generate a profitable income.		x

Have an understanding of counselling requirements for training		x
Experience of counselling and BACP Ethics.		x
Experience of working within the mental health sector.	x	
Experience of working with IT programs such as Microsoft Word, PowerPoint & Excel, e-mail programs.	x	
Knowledge and Skills		
Experience in developing training and workshops.	x	
Experience or understanding of and working with a cross sector of professionals in various settings.	x	
A degree level qualification or equivalent qualification. Counselling qualifications will be acceptable		x
Good knowledge and understanding of counselling and mental health.		x
Good knowledge and understanding of the training sector.	x	
Excellent interpersonal and communication skills.	x	
Understanding of Safeguarding and confidentiality.	x	
Understanding of the BACP competencies for working with children and young people.	x	
Knowledge of trauma and its effect on communities, families, adults, children, and young people.	x	
Ability to work on own initiative and adjusting own workload in response to prevailing circumstances.	x	
Able to work in difficult emotional settings.	x	
Ability to work as part of a team.	x	
Ability to develop training and workshops at a commercial level or access funding for that purpose.	x	
Presentation skills.	x	
Welsh speaking.		x
Ability to travel across RCT.	x	
Qualities		
Have the ability to work as part of a dynamic team.	x	
Have the ability to work with other organisations to develop the service.	x	
Willingness to work outside of normal office hours.	x	

Commitment to equal opportunities and anti-discriminatory practice and an ability to demonstrate a non-judgmental attitude.	x	
Commitment to working within a charitable organisation and the challenges that brings.	x	

Recruitment Process and Timetable

APPLICATIONS MUST BE RETURNED TO Tina.Rees@rctcbc.gov.uk

Please complete the application form below and forward it by E mail to

The closing date for this application is 5pm Friday 15th March 2024

Short-listed candidates will be advised by e mail and advised of the arrangements for formal interview. Those applicants not short-listed will be advised by e mail.

Response Instructions

How to apply

Please complete the application for in this pack.

CV's will not be accepted

Please note your application will not be processed if you cannot demonstrate that you have all the essential criteria noted above. For monitoring purposes please complete the equal opportunities form.

The Application:

You may supply additional material if relevant.

References:

References will be taken up after the interview stage for the successful candidate.

The post is subject to reference and Enhanced DBS Check

Equal Opportunities:

Eye to Eye is committed to making appointments on merit by fair and open processes, taking account of equal opportunities.

Job Application Form

Please complete all sections in black ink or typescript
Please read the whole information pack before completing this form

Post	Trainer and Volunteer Coordinator	Closing Date:	15 th March 2024
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Surname:		First name:	
Address:		Email:	
Telephone			

**Are you accredited with any professional organisation?
If yes, please state with membership number:**

Do you hold a clean driving license:

Name of Employer:

Start Date: - **End Date:**

Job Title

Salary:

Hours of work:

Main Responsibilities and Experience:

Reason For Leaving:

Period of Notice Required by Employer:

Do you hold a full driving license and have access to a vehicle for work?

Employment History: In chronological order from most recent Please include any relevant unpaid work & account for any gaps in employment			
Dates From:	To:	Name of employer	Position held/ summary of duties

Higher Education and Professional Training

Dates From:	To:	College/Institution	Qualification/Training attended.

Please read the person specification before completing the information below

Candidate Evidence

Please read all the Job description and Person Specification carefully and provide unmistakable evidence of how you meet each of the requirements. *You may continue supplementary sheets.*

EXPERIENCE

Experience of delivering training

Experience in developing training and workshops.

Experience in developing training and workshops.

Experience of securing training that can generate a profitable income.

Ability to develop training and workshops at a commercial level or access funding for that purpose.

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Experience of counselling and BACP Ethics

Experience of working within the mental health sector

Experience of working with IT programs such as Microsoft Word, PowerPoint & Excel, e-mail programs

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KNOWLEDGE & SKILLS

Experience or understanding of and working with a cross sector of professionals in various settings.

Good knowledge and understanding of counselling and mental health.

Good knowledge and understanding of the training sector.

Excellent interpersonal and communication skills

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Understanding of Safeguarding and confidentiality

Understanding of the BACP competencies for working with children and young people

Knowledge of trauma and its effect on communities, families, adults, children, and young people

Ability to work on own initiative and adjusting own workload in response to prevailing circumstances.

Able to work in difficult emotional settings.

Ability to work as part of a team.

Presentation skills

Welsh speaking

Ability to travel across RCT, Merthyr and Bridgend

QUALITIES

Have the ability to work with other organisations to develop the service.

Willingness to work outside of normal office hours.

Commitment to equal opportunities and anti-discriminatory practice and ability to demonstrate a non-judgmental attitude.

Commitment to working within a charitable organisation and the challenges that brings.

Anything else to add: Is there anything else that you would like to tell us in connection with your application?

Due to the nature of our work with children, young people and vulnerable adults, all posts within Eye to Eye are subject to Disclosure and Barring Service checks. Please note that the receipt of a form showing previous convictions/cautions /warnings will not automatically exclude someone from becoming a member of staff/a volunteer.

Previous criminal records will be considered in relation to their relevance to the work/placement applied for, the circumstances of the offence and the length of time elapsed since the offence.

If you have any concerns about this part of the application form, please contact the Head of Service

Rehabilitation of Offenders Act (1974)

Please give details of any unspent convictions, cautions, reprimands, or warnings:

Protecting Children & Young Adults

Are you aware of any police enquiries undertaken following allegations made against you, which may have a bearing on your suitability for this post? *If yes, please give details.*

Additional Information

DBS: Current DBS number:

Date of last check:

Have you ever worked for Eye to Eye before in a paid or voluntary capacity?

If YES, please give details.

Do you need a work permit to take up employment in the U.K?

Referees: Please give details of two people that we may contact for references one of whom should be your current or most recent employer
We will not seek references prior to interviews and job offers.
All posts are subject to satisfactory references.

Reference 1	Employer	Reference 2
Name:		
Address:		
Phone Number		
E Mail:		

Relationship:	
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Declaration

I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal. I understand these details will be held in confidence by the Company, for the purposes of ongoing personnel administration and payroll administration in compliance with the General Data Protection Regulations. I undertake to notify the Company immediately of any changes to the above details.

Given the nature of the job for which I have applied, I understand that any offer of employment will be subject to information on my criminal record being disclosed to the Company by the Disclosure and Barring Service.

Signed:

Printed

Date:

Return completed Application and Equal Opportunities Monitoring form.

By email to: Tina.Rees@rctcbc.gov.uk