

Service Manager - Counselling Services

Reports To:	Head of Service – Southampton and Portsmouth
Direct Reports:	Associate Counsellors and Trainees
Location:	Winchester Wellbeing Centre
Hours:	18.5 hours per week (flexible, including evenings/ weekends if required)
Salary Range:	£17,572.50 to £19,882.50 per annum (£35,145 to £39,765 full time equivalent) – Solent Mind Band E

Purpose:

The Service Manager - Counselling Services is responsible for managing the self-pay counselling service, ensuring the service is financially sustainable, client-focused, and aligned with Solent Mind's vision and values.

Main duties and responsibilities:

Service Leadership & Development

- Implement the service plan, ensuring alignment with organisational strategy.
- Lead service improvement initiatives, embedding innovation and continuous development.
- Represent Solent Mind externally, building partnerships and promoting the service.
- Work with the Counselling Service Clinical Lead to ensure integration of clinical governance into operational delivery.
- Build external partnerships with colleges, commissioners, funders, and community organisations to expand reach and impact.

Operational Management

- Oversee day-to-day running of the service, including referral pathways, client journey, allocation of cases and scheduling.
- Work with marketing colleagues to promote the service and grow referrals.
- Manage counsellors, trainees, and associates, ensuring effective induction, supervision, and CPD.
- Ensure compliance with policies, procedures, and professional frameworks (BACP, NICE).
- Ensure the maintenance of accurate records and reporting systems, including case management software (Zanda).
- Monitor service performance, outcomes, and client satisfaction, reporting to senior leadership and stakeholders.

Financial & Sustainability

- Monitor budgets, income, and expenditure for the self-pay service.
- Contribute to pricing strategies, marketing, and business development.
- Identify funding opportunities and support grant applications or partnership bids.

Safeguarding & Quality Assurance

- Act as safeguarding lead for the service alongside the Counselling Service Clinical Lead, ensuring compliance with policies.
- Monitor incidents, risks, and complaints, ensuring timely resolution and learning.
- Ensure service delivery meets quality assurance standards and external benchmarks.

People & Culture

- Provide line management, supervision, and support to Associate Counsellors and Trainees.
- Foster a positive, inclusive, and resilient team culture.
- Promote wellbeing and reflective practice across the service.

General

Adhere to the aims, values, policies and procedures of Solent Mind, particularly safeguarding and health & safety.

This list is non exhaustive and other duties may be required to meet the needs of Solent Mind

What we are looking for	Requirement
<p>Qualifications/Education/Training:</p> <p>Degree-level qualification in counselling or psychotherapy, or equivalent experience</p> <p>Evidence of CPD in leadership, management, or service development.</p> <p>BACP/UKCP membership or equivalent.</p> <p>Safeguarding training (Level 3+).</p> <p>Management qualification (e.g., ILM, CMI).</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Experience:</p> <p>Proven experience in managing a medium to large scale self-pay counselling or mental health services.</p> <p>Experience of service development, strategic planning, and partnership working.</p> <p>Experience of financial management, budgets, and sustainability models.</p> <p>Experience of staff supervision, recruitment, and CPD frameworks.</p> <p>Experience of outcome measurement tools (CORE, PHQ-9, GAD-7).</p> <p>Experience of working with commissioners, funders, and external stakeholders.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Knowledge/Skills/Competencies:</p> <p>Strong leadership and management skills.</p> <p>Excellent communication and relationship-building skills.</p> <p>Ability to balance operational delivery with strategic development.</p> <p>Competence in digital systems and case management software.</p> <p>Financial literacy and business awareness.</p> <p>Marketing and business development skills.</p> <p>Knowledge of NICE guidelines, regulatory and quality assurance frameworks.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Other:</p> <p>Commitment Solent Mind's values and policies</p> <p>Willingness to undergo an enhanced DBS check</p> <p>Inclusive, collaborative, and resilient leadership style</p> <p>Professional integrity and accountability.</p> <p>Flexible and adaptable to service growth and change.</p> <p>Innovative mindset, open to new models of counselling provision</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Date job originated: November 2025
 Date job reviewed: November 2025
 Reviewing Manager: Ian Stiff