



Senior Counselling Manager Recruitment Pack

Hello & Welcome



Thank you for your interest in this fantastic new role at Tyneside and Northumberland Mind. We exist to ensure that everyone with a mental health issue can be in control of their own lives and get the support they need from people they trust. We are passionate that no one should suffer alone, that is why we have been working with individuals, families, communities, and businesses for nearly 30 years.

We know that each person has a different experience of mental issues and therefore needs their own path to recovery. That is why we always take a holistic approach and look at the whole person, not just their mental health needs.

Within any successful organisation there is a culture built on trust, support, honesty and dedication. Everyone within this organisation has a role to play and a contribution to make. We take huge pride in the work that we do and are always looking out for likeminded and passionate people to join us.

We are a motivated and passionate team with an exciting future. We have ambitious plans for growth, and we have confidence in the road ahead.

In this pack you should find all the information you need to find out what we're about including:

- More about us, what we believe in and our values
- Our application process
- The job description and person specification
- What we expect from our staff
- What you can expect from us

I look forward to hopefully meeting you soon.

A handwritten signature in black ink, appearing to read 'Alex'.

Alex Wilson
Chief Executive Officer

Who We Are

Tyneside and Northumberland Mind are an independent, local charity that delivers mental health services across the whole of Tyneside and Northumberland. We exist to promote positive mental health, providing flexible, responsive and sustainable support services to those in the Tyneside and Northumberland area. We offer a range of services, including counselling, a listening service, wellbeing groups and training based on the principals of wellbeing, recovery, resilience and prevention.

Our Values

- **Collaborative**
Collaborate and work together
- **Accessible**
Accessible and approachable for all
- **Respectful**
Respectful and inclusive of everyone
- **Empowering**
Empower you to be the best you want to be
- **Supportive**
Supportive through Services and Partnerships

Our Vision

Our vision is for everyone with a mental health issue to be in control of their own lives and get the support they need from people they trust. Our shared vision unites us as an organisation and our culture is built on diversity, empathy, empowerment and energy.

Our Leadership Team

Our Leadership Team ensures the direction and strategy set by our Board of Trustees is implemented effectively for the benefit of the users of our services. The team is made up of forward thinking and dynamic group of professionals who between them have many years of experience in delivering mental health services, running charitable organisations, and working closely with both socially excluded groups and vulnerable people and communities.

Our Board of Trustees

Our Board of Trustees is responsible for our governance and strategic direction and is led by our Chair Lyn Simpson. Our Board is accountable for everything we do, including settling our strategic direction, evaluating our performance, and supporting and empowering our Leadership Team, staff and volunteers. We have 10 trustees on our Board, and they reflect our diverse communities.

The Mind Quality Mark

As part of the National Mind Network, Tyneside and Northumberland Mind (a local Mind) is assessed by a robust quality assurance framework created and set out by Mind called The Mind Quality Mark (MQM). MQM sets out the baseline of best practice and legal compliance in all areas of a local Mind's governance and activities. To achieve the MQM, a local Mind must meet or exceed all 24 key standards. We are proud that Tyneside and Northumberland Mind has met and exceeded all standards.

Equity and Diversity at TNM

We recognise that there are systemic and individual barriers which people face in accessing support and treatment when they need it, and being accepted for who they are in terms of their mental health. We pledge to do all we can to recognise and tackle these barriers, and continuously monitor our progress.

We are committed to being an anti-discriminatory organisation and positively welcome and encourage applications from diverse and marginalised groups and embrace diversity and positively promote equity of opportunity.

We promote an inclusive workplace where our staff can bring their full selves to work and we strive to ensure that everyone is offered equality of opportunity to achieve their full potential. In recruiting our team, we welcome the unique contributions that each person brings in terms of their culture, ethnicity, race, sex, gender, age, religion, disability and sexual orientation and beliefs.

When you join us, you will also have the opportunity to join our Diversity, Equity and Inclusion (DE&I) Working Group and help champion DE&I throughout our organisation.

About the role

Job Title:	Senior Counselling Manager
Responsible to:	CEO
Based at:	Tyneside and Northumberland, Hybrid Working
Hours:	Part-time, 25 hours per week
Contract length:	Permanent
Salary:	£24,898.64 [PTE] / £36,850
Benefits:	Private health cash back plan, Access to employee discount scheme, Enhanced pension contribution, 24 days annual leave increasing depending on length of service

Purpose of job

The Senior Counselling Manager role provides strategic leadership, clinical governance and operational oversight of counselling services across Tyneside and Northumberland Mind. This role is created during a period of significant, continuous growth within our organisation, directly reflecting the rising and evolving mental health needs of our local community.

To meet this increasing demand, the postholder will drive departmental expansion, ensure safe, evidence-based service delivery and champion cross departmental collaboration. By aligning departmental resources with wider organisational strategy, the Senior Counselling Manager ensures we remain agile, resilient and highly impactful in supporting our community.

Key Responsibilities

1. Lead the design, development, and continuous improvement of counselling services across the organisation.
2. Work closely with other internal teams to build integrated service pathways.
3. Identify departmental growth opportunities, contribute to business planning, and assist with funding bids.
4. Represent the organisation at senior forums and build strong relationships with NHS partners and commissioners.
5. Hold accountability for departmental clinical governance, quality frameworks, and BACP/UKCP compliance.
6. Act as level 6 Safeguarding Lead, managing risk registers and complex case escalation.
7. Ensure strict departmental compliance with GDPR and Data Governance Requirements.
8. Manage day to day operations, departmental budgets, waiting lists and KPI performance.
9. Line Manage counselling managers, and clinical leads, embedding a supportive, high-performance culture.
10. Oversee recruitment, workforce planning and clinical supervision structures for the department.
11. Monitor departmental service data, equity of access and demand trends.
12. Produce high quality impact reports for senior leadership and the Board.
13. Use data and case studies to demonstrate crisis and suicide prevention outcomes.

Expectations

1. Ensure that all responsibilities and activities discharged within this post are consistent with the terms and spirit of Tyneside and Northumberland Mind's policies.
2. The nature of the post will require flexibility in terms of ways of working to deliver on objectives.
3. The post holder is expected to travel to meetings throughout the area of benefit.
4. Complete an induction including mandatory training modules.

5. Attend and complete training as required.
6. The post holder/s may be required to undertake other activities as deemed appropriate by their Line Manager.

Person Specification

Essential Criteria

1. Accredited counsellor/psychotherapist (BACP/UKCP or equivalent).
2. Significant experience managing counselling or psychological therapy services.
3. Proven experience of clinical governance and safeguarding leadership.
4. Experience of leading teams, including senior staff.
5. Strong experience of data analysis, impact reporting, and outcomes measurement.
6. Experience working with commissioners or in contract-managed services.
7. Excellent leadership, communication, and influencing skills.

Desirable

1. Experience contributing to bids, tenders, or service growth.
2. Experience presenting to senior leadership or Boards.
3. Knowledge of regional mental health needs (Northeast context).
4. Experience in suicide prevention or complex risk services.
5. Level 6 Safeguarding Diploma or Designated Safeguarding Lead qualification.

Conditions of Employment

In the light of legislation [Section 8 Asylum and Immigration Act, January 1997], as a condition of being able to commence employment, the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documents will include one or more of the following, as appropriate:

- National Insurance number.
- Birth certificate or British passport.
- Certificate of registration, or naturalisation as a British citizen.
- Passport or documentation evidencing citizenship of an EEA country.

Disclosure and Barring Service (DBS check)

This post is subject to an Enhanced Disclosure and Barring Service (DBS) check.

Travel requirements:

For roles that involve regular travel to various locations to meet the operational needs of the business, offer holders must have:

- A full driving licence.
- Ideally access to private vehicle.
- Valid business travel insurance.

Probation

The appointment is subject to a probation period of 6 months.

Expenses

Out of pocket expenses will be payable at rates set out in Tyneside and Northumberland Mind's expenses policy.

Holidays

On joining, pro rata on a 24 working days per annum. Thereafter, the holiday entitlement increases depending on length of service. (The holiday year runs from 1 April to 31 March.)

Tyneside and Northumberland Mind pension scheme

Tyneside and Northumberland Mind has a group personal pension plan. Further details about the pension plan are available from the HR Advisor.

Interested in joining us?

Equality Diversity and Inclusion Statement

Tyneside and Northumberland Mind embraces diversity and promotes equal opportunities.

We are committed to being an anti-discriminatory organisation and positively welcome and encourage applications from diverse and marginalised groups.

Tyneside & Northumberland Mind recognises that there are systemic and individual barriers which people face in maintaining good mental health, accessing support and treatment when they need it, and being accepted for who they are in terms of their mental health. We pledge to do all we can to recognise and tackle these barriers, and to monitor our progress.

We strive to be diverse and inclusive in our workforce, our commitment to equity, diversity and inclusion runs through our employee experience. We promote an inclusive workplace where our staff can bring their full selves to work and strive to ensure that everyone is offered equality of opportunity to achieve their full potential. In recruiting our team, we welcome the unique contributions that you can bring in terms of your culture, ethnicity, race, sex, gender, age, religion, disability and sexual orientation and beliefs.

When you join us, you will also have the opportunity to join our Diversity, Equity and Inclusion Working Group and help champion DE&I throughout our organisation.

Here is how to apply.

Tyneside and Northumberland Mind is an Equal Opportunities employer and will apply objective criteria to assess merit. It aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of colour, nationality, religion, ethnic or national origin, sex, marital status, sexual orientation, age or disability or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Selection criteria and procedures are always reviewed to ensure that individuals are selected, promoted, and treated on the basis of their relevant merits and

abilities. All employees will be given equal opportunity and where appropriate and possible, special training to enable them to progress both within and outside the organisation. Tyneside and Northumberland Mind is committed to a programme of action to make this policy fully effective. Candidates who consider that they have not been fairly treated should write to the Chief Executive Officer, Tyneside and Northumberland Mind, 3rd Floor Tru Knit House, 9-11 Carliol Square, Newcastle upon Tyne, NE1 6UF within seven days of an interview, after which the matter will be investigated.

Required for application:

1x Curriculum Vitae (CV, preferred in Pdf format)

Complete pre-screening questions.

To submit your application please follow the link below:

<https://hr.breathehr.com/v/senior-counselling-manager-47193>

Please note that in the event of high interest, we may close the advert and arrange interviews at an earlier time than originally stated. To avoid disappointment, please submit your application as soon as possible.

Further questions and enquiries about the role? Email:

Alex Wilson (CEO)

[**Alex.wilson@tynesidemind.org.uk**](mailto:Alex.wilson@tynesidemind.org.uk)



Tyneside and Northumberland

Find us at:

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