

Job Title: Senior Counsellor

Salary: £36,720 FTE

Reporting to: Counselling Manager

Hours: 30-35h/week

Location: Hybrid model

Contract: Permanent Role to start January 1st 2026

Closing date: Thursday 20th November at 23:59

Interview date: From week commencing 24th November

CONTEXT

An estimated 12,000 men are raped every year and 76,000 sexually abused or assaulted. Yet just 4% of men will tell someone. Of those who do, it takes on average 26 years to do so.

SurvivorsUK provides specialist support to men and boys, trans* people, and non-binary people who have been raped, sexually assaulted or abused. Our aim is to help any man, boy, trans person, or gender non-conforming person, to have the confidence to tell someone what's happened to them, and to know that it's OK to seek help. When they do, we want to ensure they have access to the right support so they can deal with the impact of their experiences of criminal harm.

We provide emotional support, information and signposting to survivors and anyone worried about someone they know, through a national website and webchat service (open till 8pm most evenings). Last year, 2,600 people contacted us via our webchat services and social media.

In London, we are the only organisation providing specialist services for men and boys, including individual counselling and therapeutic groupwork, available till 9pm six days a week. Across London, we provide the capital's only Independent Sexual Advisor (ISVA) Service that helps men and boys through the criminal justice system.



ABOUT THE ROLE

This is an exciting and challenging new role at SurvivorsUK, that combines management and leadership of a small team with a clinical caseload. It is designed to oversee the delivery of a Special project to support survivors with complex and high support needs, for whom traditional methods of delivering counselling services don't work. The service is inclusive of people with clinical mental health diagnoses, drug and alcohol dependencies, at risk of suicide, homelessness or involved in the sex industry.

You will also need to be a skilled counsellor with recent experience of highly vulnerable clients.

This post is subject to an enhanced DBS Clearance

PURPOSE

- Line manage the Special projects under the counselling team delivering services to people aged 13 years of age and older
- Promote the service through existing networks and among relevant third and public sector organisations.
- To cover the deputy counselling manager or counselling manager when they are on annual leave or Sick.
- Disseminate learning and best practice methods among relevant organisations within the rape/sexual assault sector and more widely (e.g. mental health, homelessness, HIV charities, drug and alcohol services, LGBT+).
- Provide counselling, therapy and practical support interventions to men, boys, non-binary and trans people who have been raped, sexually abused or assaulted with high levels of need and who are most vulnerable.

KEY OUTCOMES

- Survivors who are highly vulnerable and distressed will have access to a service that meets their needs, with improvements in their overall health and wellbeing.
- Counsellors will be line managed and supervised in a way that supports their safe and effective work with clients and promotes their own wellbeing.
- Increased awareness of rape and sexual abuse, and the impact on male, non-binary and trans* people's lives, among groups who are most vulnerable, and the organisations working with them.

RESPONSIBILITIES

1. Management

- Co-ordinate, manage and lead a safe, professional and accessible counselling and support service
- Develop counselling provision and oversee a continuous cycle of service improvement
- Line manage the Special projects team
- Work with the Counselling Manager to develop and review counselling service policies and procedures
- Engage with external agencies in the charity and public sectors to promote our service to them and their client communities
- Work with relevant SurvivorsUK staff to provide content for promotion of the service via website and social media, including leaflets and press activity.
- Develop and oversee the service outcomes monitoring framework, and ensure collection of data and accurate clinical record keeping by counsellors

2. Service delivery

- Develop and deliver clinical assessments for people accessing the service
- Provide a flexible counselling and support service to a small caseload of clients (up to 10 clients)
- Maintain accurate and timely client case notes, ensuring adherence to confidentiality, safeguarding and data protection procedures.
- With clients, develop action plans to help them address emotional and practical needs and ensure clients can engage with a flexible service.
- Provide regular and timely communications with clients so that they are encouraged to remain with the service.
- Provide advocacy to help clients overcome practical issues (i.e. benefits, debts, housing), including linking to external agencies.
- Attend clinical supervision.

3. General Duties

- Be responsible for administrative functions associated with the role
- Provide input and comment on the development of SurvivorsUK policies and procedures and follow established procedures.

The post-holder will be required to carry out additional duties from time to time. Such duties will be commensurate with the role.

SurvivorsUK is an equal opportunities employer.

Experience and qualifications

- Holder of, or working towards BACP, UKCP or BABCP accreditation
- At least 2-years' experience of working with highly vulnerable clients in a counselling and/or support service.
- Demonstrable caseload management, with experience of undertaking initial counselling assessments
- Effective promotion of services and working with wide networks of support services.
- Experience of developing and overseeing outcomes monitoring frameworks, and utilising data to report on service delivery and inform continuous improvement

Skills, knowledge and competences

- Strong understanding of the experiences, needs and impact of rape, sexual abuse or assault on men, non-binary and trans people whether as a child or adult.
- A mature, calm and empathic manner: able to engage with clients who have challenging needs and deal with highly emotional and stressful situations.
- Strong communication skills: able to build trusting relationships and rapport with clients and interact and engage effectively with external agencies.
- Adherence to confidentiality and boundary policies and practices.
- High degree of flexibility in approach to working with clients and the wider team.
- Positive attitude and willing to contribute to developments, improvements and changes within SurvivorsUK.
- Competent administrator and highly organised: committed to maintaining accurate client records and reporting on performance.
- Demonstrable commitment to equal opportunities, with a non-judgemental approach to helping men, non-binary and trans people
- A commitment to pursuing professional excellence, personal development and learning.