



CHIEF EXECUTIVE OFFICER

Information Pack

November 2020

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Introduction

Dear Candidate

East Belfast Community Counselling (EBCC) was created to help fulfil a need in the local community, to provide a vitally-needed counselling service for adults who might otherwise be excluded because of finance or shortfall in service in provision.

Before the service was set up in 2010 there was no dedicated counselling services in East Belfast, apart from those offered by local churches.

As a Charity, we believe that everyone should have access to high quality counselling irrespective of their ability to pay.

The counselling service is open to anyone regardless of whether they are male or female, whatever their sexual orientation, ethnic origin, culture of religion, so long as we feel their needs can be met.

We know we can bring our high standards in the provision of mental health to a wider audience and our objectives are set with these standards in mind.

With our founding Chief Executive Officer standing down after a decade of unwavering service, it is now time for us to find an exceptional candidate to help write the next chapter in our history.

We are looking for a proven leader with a dedication to the evidenced delivery of social impact in their field. You will have the support of an equally impassioned board of trustees, and you will lead a team of staffers and volunteers all committed to building on EBCC's legacy, forged in East Belfast, but ready to meet the needs of services users across N. Ireland.

If ours is a mission about which you are passionate, and you feel you have the skills and experience to lead our organisation into the next exciting phase of its development, then we would love to hear from you.

Yours faithfully

Professor Ken O'Neill

Chairperson

Our Vision, Mission and Values

Our Vision

East Belfast Community Counselling's vision is of a future where everybody lives their lives fully as included members of the community.

Our Mission

Through a supported team, of volunteer and sessional counsellors, East Belfast Community Counselling provides a broad ranging counselling service to the unemployed and disadvantaged in our local communities.

Our Values

People Centred

Our services are focused on and driven by the needs of our clients; we strive to be empathetic and to offer a friendly and welcoming environment.

Inclusive

We do not discriminate against anyone; we treat everyone equally and value everybody at East Belfast Community Counselling.

Respectful

East Belfast Community Counselling is a non-judgemental service where all clients, volunteers and staff are treated with respect and dignity.

Quality

We offer a professional, honest and transparent service with integrity based on agreed standards.

What We Do

Counselling

Counsellors and psychotherapists play a crucial role in improving the health and wellbeing of our society. They help people to talk about their feelings, think about their choices or their behaviour, and make positive changes in their lives.

Clients and counsellors usually meet 50 minutes on the same day, at the same time each week, in order to work together effectively



The counselling process can be approached in a variety of different ways, but the important thing to bear in mind is that it is always led by the client, as to what they want to talk about and at their own speed. The number of sessions will be determined by

both the client and counsellor and depends on need.

People seek counselling to help them resolve a wide range of emotional, psychological and relationship issues.



They may be experiencing difficult and distressing events in their lives, such as bereavement, divorce, health issues or job concerns. Or they may have more general underlying feelings of anxiety or dissatisfaction with life. Some clients feel isolated and have no one else to talk to, but even people with supportive family and friends can find it difficult to talk to them about feeling anxious or depressed.

Our clients come to us with issues including general Anxiety, depression and because they have found themselves unable to cope with an illness or recent diagnosis. We also have clients who are unable to cope with previous childhood abuse, are experiencing family issues including family breakup, relationship issues and bereavement.

Life Coaching

The coaching process addresses specific personal projects, business successes, general conditions and changes in the client's personal life, relationships or profession by examining what is going on right now, discovering what their obstacles or challenges might be, and choosing a course of action to make their life be what they want it to be.



During the session, the life coach will ask a few questions, such as what the client wants to get out of life, what areas they are unhappy with and where they would like to see themselves ending up.

Although a life coach will work with the client it's often up to the client to challenge or reflect upon certain ideas to help them move forward with their life.

Training

EBCCC is accredited as a training delivery centre with the 'Counselling and Psychotherapy Central Awarding Body'.



CPCAB Level 4 – Certificate in Life Coaching Studies

This qualification is for candidates who want to take the first step in training to be an independent life coach or to use life coaching skills and techniques in a variety of settings and roles. This qualification is mapped to the Coaching and Mentoring National Occupational Standards. This qualification includes training on understanding theories to change, to facilitate change in clients, and understanding human strengths and relationships to support clients to reach their goal.

Our Board

Professor Ken O'Neill chairs the board of East Belfast Community Counselling. A former Professor of Entrepreneurship and SME Development, he has a long and distinguished track record of board-level service to third sector, regeneration and arts organisations. He is joined by trustees, Siobhan Laverty; Michael Cole; Stephen Patton and Jeanie Rogers

How We Are Organised



Strategy and Finance

Strategic Aims 2019-2022

Develop the service at a sustainable rate, extending its reach into other areas of Belfast, Bangor and elsewhere within Northern Ireland and/or as demand increases or when need is identified

Retain, develop, and increase the number of strategic and operational partnerships that facilitate our service delivery, nature of services and allows us to diversify and extend our services throughout the existing and new localities in Northern Ireland

Develop innovative approaches to supporting clients, which further improves the positive impact of counselling on their lives.

Review current IS systems to ensure they fit organisational purpose as we increase our services and to take the appropriate steps towards exemplary service user recording; outcome based systems that provide information to demonstrate service impact; KPI assessments; budgets and finances, and both organisational and service programme outcomes

[Click here to access a summary of the Strategic Plan](#)

Click to Access Finance Reports

[Annual Report and Accounts to 31 March 2019](#)

[Annual Report and Accounts to 31 March 2018](#)

[Annual Report and Accounts to 31 March 2017](#)

Job Description

Post	Chief Executive Officer
Location	Belfast
Reports to	Chair
Responsible to	Board of Trustees
Hours	40 pw (variations between 30-40 will be considered)
Benefits	c£50,000, negotiable subject to experience 5% employer pension contribution 25 days paid leave plus 12 customary holidays
Duration	Permanent full time

Purpose of the Job

Reporting directly to the Chair of the Board and the Trustees, the CEO provides leadership and has responsibility for devising the charity's strategic direction in service delivery, administration, recruitment and retention of staff, volunteers and finances.

The Chief Executive Officer supports the overall strategic framework determined by the Board and leads the development and implementation of such strategies that meet the need of the communities in which EBCC operates, as well as its funders and other stakeholders. The postholder communicates with with people inside and outside the organisation to discover which policies, practices, services and marketing strategies are required to help the organisation develop. They make important decisions intended to enhance the effectiveness of the organisation, its employees and its volunteers to deliver the social impact which is its purpose.

1. Strategic Leadership

- Work closely with the Chair of the Board, building a strong working relationship, and building an effective working relationship with all the other trustees/Board members.
- Produce strategic business plans for approval by the Board of Trustees, including a five-year strategy and annual strategic plans that are informed by feedback from a range of stakeholders.
- Monitor and analyse the environment in which EBCC works, identifying strategic opportunities for growth, and challenges that need managed.
- Work with the Board Treasurer to produce an annual budget for approval by the Board.
- Monitor and evaluate performance against business objectives for reporting to the Board, seeking approval for any contingency measures identified as being required.
- Lead and support strategic and organisational change when it is needed.

2. Governance

- Ensure the organisation fulfils its legal, statutory and regulatory responsibilities including to HMRC, Charity Commission NI and BACP, including its Ethical Framework.
- Work with the Board to manage the annual cycle of monitoring and reporting of regulatory compliance with Charity Commission NI, fulfilment of charitable purpose and compliance with HMRC or its equivalents.

- Provide evidence of best practice and processes that shows EBCC's resources are being expended efficiently and effectively.
- Maintain awareness of risks and changes in the external environment that affect the organisation, documented by preparing and maintaining a Risk Register as well as Discipline, Grievance and Appeals, and Finance systems.
- Liaise closely with line managers to ensure the effective management and supervision of all practitioners and other staff and volunteers to ensure compliance at all levels of EBCC.
- Establish mechanisms for listening to the views of beneficiaries on the charity's performance to contribute to continuous improvement.
- Attend trustee meetings, all internal and external general meetings of the charity as required.

3. Organisation Leadership

- Lead all team members in creating and attaining or exceeding SMART objectives which together form the implementation of EBCC's strategy and operational goals.
- Work with the operations management and staff in developing EBCC's operational plans and budgets to ensure compliance with relevant laws and regulations.
- Establish and monitor key performance indicators (KPI) of the organisation's performance, impact and financial health.
- Provide management information reports on performance against plan and budget, and circulate regularly to appropriate stakeholders.

- Actively promote the capture of learning from service delivery to ensure continuous improvement.
- Problem-solve management issues through evidence-based analysis, clarity of action and stakeholder buy-in.

4. Income Generation

- Identify grant funding opportunities, and prepare and present grant applications to public authorities and a range of other funders.
- Work to secure funds to meet EBCC need and commitments and identify appropriate developments that generate additional sources of funding.
- Cultivate a portfolio of opportunities to generate income from a diverse range of sources which builds the sustainability of the charity.
- Formulate and implement an effective plan for the generation of unrestricted funds.

5. People Management

- Nurture an inclusive, values-driven organisational culture of shared learning and co-operation, of commitment to improvement and high performance, and to the ongoing professional development of all staff.

- Lead the EBCC team ensuring its members are empowered, and offered the development they need to fulfil their individual roles, and cultivating future leaders.
- Develop plans to ensure current and future personnel and volunteering requirements are addressed.
- Encourage and promote areas of innovation and continuous improvement within the staff team that meet the broader organisational vision and aim.
- Recruit and manage contractual relationships with contractors, employees and volunteers.

6. Communications

- Develop and maintain positive working relationships with other organisations and the local community, and liaise with and maintain effective links with statutory, voluntary and professional bodies and other stakeholders.
- Represent the organisation at the highest possible level with regional departments and Arm's Length Bodies (in particular those responsible for Health and Communities) and political representatives.
- Develop and maintain relationships with current and potential funding bodies and delivery partners.

The postholder may be required by the Board to undertake such other duties as may lie within the scope of this post to ensure the effective delivery and development of the charity's services.

Person Specification

	Essential	Desirable
Qualifications	Hold a third level qualification or equivalent.	Hold a relevant professional counselling or psychotherapy qualification.
Experience	A minimum of three years' senior management experience reporting to Chief Officer-level or to board.	Five years
	Three years' experience of managing budgets and resources and reporting on them.	
	Three years' experience of building and leading teams using an inclusive and empowering leadership style.	
	Demonstrable track record of successful income generation including applications to trusts and/or public bodies	Contract management experience
Skills	Have a complete understanding of the business administration of a corporate body, and a wide knowledge of business practice, employment, training and recruitment of staff.	Have a knowledge of the services provided by EBCC and/or the functions of another charity operating in a competitive environment.
	Have excellent communication skills, drive and enthusiasm.	
	Have excellent interpersonal skills coupled with the ability to build and sustain strong relationships with key stakeholders.	

Ability to demonstrate strong and inspirational leadership, guiding and developing employees and volunteers to achieve best practice.

Ability to lead change, think strategically and have a commitment to on-going professional development and training.

Attributes

Have an understanding of professional standards and regulations for the delivery of counselling.

Have a proven record of experience in counselling/psychotherapy.

Be a competent user of computer software, including Microsoft Office.

A current clean driving licence or access to another suitable form of transport.

The Interview Stages

At interview stage, candidates will also be assessed against the following criteria:

- Commitment to the ethos and values of East Belfast Community Counselling.
- A high degree of personal and professional credibility to engender trust and inspire external stakeholders.
- Ability to lobby and advocate as an influencer to senior representatives in stakeholder organisations.
- The ability to think and act strategically, developing practical and creative solutions.
- High self-motivation, creativity and determination, with the ability to take the initiative and problem-solve effectively.

These will be required and assessed alongside key roles and responsibilities outlined in the Job Description and Person Specification.

Use of Videoconferencing

As a result of the Covid-19 disruption, some or all of the interview stages will be conducted by videoconference. Please make sure you have access to adequate broadband speeds, and a mic and camera enabled computer. The videoconferencing platforms to be used may be Zoom or Google Meet.

How to Apply

Please forward a CV, maximum three A4 sides, together with a completed Supplementary Questions form available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the recruitment timetable. You will also be asked to submit a separate equality form (see below).

The deadline is **Noon on Wednesday 6 January 2021**. Applications should be made by email to:

patrick@engageexec.co.uk

Contact Patrick on 07792 509003 if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

EBCC is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Timeline

CV, Supplementary Questions and Equal Opps form to be submitted Noon, Wednesday 6 January 2021

First Interviews

Monday 11, Tuesday 12 January 2021

Second Interviews

Tuesday 19 January 2021

Final Interviews

Monday 25 January 2021



Please address any enquiries relating to the Chief Executive recruitment to EBCC's recruitment partners:

**Patrick Minne
Engage Executive Talent**

**T 07792 509003
E patrick@engageexec.co.uk**

W www.engageexec.co.uk

Enquiries unrelated to the Chief Executive recruitment can be addressed to:

**East Belfast Community Counselling
East Belfast Network Centre
55 Templemore Avenue
Belfast BT5 4FP**

T 028 90460489

E info@eastbelfastcounselling.org

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