

ROLE DESCRIPTION

ACC REGISTRAR & HEAD OF PROFESSIONAL STANDARDS FOR COUNSELLING & PSYCHOTHERAPY

Key responsibilities

Responsible to ACC Chief Executive Officer

Management of ACC Accredited Register

- Overall responsibility for all administrative aspects and day to day management of the ACC Accredited Register including:
 - managing the process of application for and renewal of Register membership
 - contacting applicants in relation to any queries relating to application and renewal
 - ensuring all records are maintained accurately
- Respond to queries in relation to the Accredited Register
- Manage equivalence decisions
- Manage the process of practice reviews and ensuring that annual targets are achieved
- Manage the recording of practice breaks and the process for returning to practice
- Assessing and implementing in collaboration with the Head of Membership services any changes to register member terms and conditions, policies and processes

Maintaining PSA Standards

- Maintain the online public information required by the PSA
- Manage the PSA annual review process and the implementation of any conditions and recommendations
- Manage the implementation of any changes or additions to PSA standards

Management of Accreditations

- Overall responsibility for all administrative aspects of the accreditation process including:
 - the administration of accreditation applications
 - reviewing accreditations and accreditation decisions
 - recording of all decisions communication with members
 - responding to enquiries about accreditation

Complaint Management

- Assist the Chair / CEO in the management of the complaint process
- Ensure that any sanctions resulting from a disciplinary process are appropriately recorded, published and shared
- Manage process of monitoring that sanctions are complied with and taking appropriate action on completion or non-compliance
- Support for Member undergoing complaint (?)

Management of ACC Register Advisory Panel (RAP)

- Attend RAP meetings as a non-voting participant and minute taker
- Liaise with the Chair of RAP to provide administration for RAP meetings including:

- arranging meeting and attendance of non-panel members as requested
- preparing management reports and ensuring that all papers are provided to each meeting
- ensuring that actions resulting from the meetings are completed

Development of Policies, Guidelines and Standards

- Implementation of SCoPEd framework including the development of routes into and progression to the various levels with the framework
- Develop and regularly review policies and guidance for registered members to ensure compliance with PSA standards, changes to professional guidelines and practice (i.e. NICE guidelines)
- Review of ACC Ethics and Practice

Training and Resourcing

- Work with the Head of Training and Communications to:
 - develop training programmes, forums and conferences, advising on content for registered counsellors
 - plan Accord articles in collaboration with the Editor
- Liaise with and support the co-ordinators of members special interest groups / forums
- Attend and be involved with leading training events, forums and conferences
- Develop and regularly review resources by produced by ACC for registered members

Providing Other Support

- Responding to enquiries and requests for advice from members and members of the public concerning practice issues and ethical dilemmas relating to counselling / psychotherapy
- Working with Organisation members (counselling and training) to develop standards and best practice, to assist with the sharing of resources and the development of organisational networks

Representing ACC

- Represent ACC in forums and committees with other professional and statutory bodies for example SCoPEd Clinical Group, NHS psychological professions forums and Accredited Registers
- Communicating the discussions and outcomes of such meetings to ACC colleagues and members as appropriate

Staff Management

- Day to day line management of the Deputy Registrar
- Ensure the efficient management of resources
- Prioritise tasks for staff to ensure deadlines and quality standards are met
- Ensure the development and training of staff to provide high standards of service to members and others and to meet all mandatory training requirements
- Recruiting and supporting members of the Assessors

Other Duties

- Providing management reporting to RAP, CEO and Board as required
- Attendance at Team and Executive Meetings and Board meetings as required

Person Specification

The successful candidate would be expected to have the following experience, skills, and personal attributes:

Requirement	Essential/ Desirable
Key competencies	

Registered Counsellor currently in practice	Essential
Accredited counsellor	Desirable
Experience of managing, developing and working with individual staff and small teams	Essential
Ability to prioritise work and meet deadlines	Essential
Knowledge, ability, and proficient use of MS office applications	Essential
Ability to effectively work remotely both personally and with a remote working team	Desirable
Good relational and motivational skills	Essential
Ability to be attentive to the concerns of staff and to ensure their welfare	Essential
Problem solving skills	Essential
Good written and verbal communication skills across a different audiences	Essential
Ability to work in a logical and systematic way and apply this to the design and management of policies and processes	Essential
Ability to contribute to and make presentations at forums / committees, etc	Essential
Adaptable and flexible to changing circumstances	Essential
Ability to exercise good judgement and make good decisions	Essential
Ability to identify and manage risks and opportunities	Essential
Innovative and ability to improve working practices and process	Essential
Understanding of confidentiality and GDPR	Desirable
Ability to consider and evaluate issues with complex ethical issues	Essential
Understanding of membership organisations	Desirable
Personal Attributes	
Christian Faith	Essential
Willingness to lead times of Christian prayer and reflection if requested	Desirable
Uphold the ethics, practice, and values of ACC	Essential
High level of self-motivation	Essential
Good level of self-awareness	Essential

Working Hours

22.5 hours (ideally worked across 4 or 5 days per week).

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Salary and Benefits

- £20,865 per annum
- Pensions Scheme
- Annual Leave, 22 days per annum, including bank holidays.

Location

ACC staff work remotely; therefore, you will be required to provide assurance that your home environment is suitable for home working. ACC will provide a laptop and related equipment and can provide basic office furniture if needed for you to undertake this role.

ACC staff are based in the UK and as part of fulfilling the responsibilities of the role, there will be occasions when you are required to attend face-to-face meetings. Travel and accommodation expenses for essential meetings will be re-paid through expenses.