##### Role title: Ethics Services Manager

##### Reports to: Ethics and Good Practice Manager

##### Job purpose: Responsible for developing and managing the strategic direction of Ethics Services at BACP and to contribute to the development and delivery of ethical resources to support members in ethical decision making in accordance with the BACP Ethical Framework for the Counselling Professions.

**Financial:** Ethics service budget

**Staff:** Ethics Services Officers and Ethics Consultants x2

**Other:** Works closely with the Contents Manager, other key departments within BACP and external partnerships to maintain and improve knowledge and the overall service delivered to our members

##### Principal accountabilities:

1. Responsible for the development of service delivery standards and protocols that enable the provision of a high quality, efficient and consistent service to members.
2. Responsible for the day to day management, development and motivation of the Ethics team, enabling the team to fulfil the requirements of their role to the best of their abilities whilst meeting defined performance targets.
3. Support the service in identifying and formulating responses to queries about the application of the BACP *Ethical Framework for the Counselling Professions (EFfCP).*
4. Identify gaps in ethics resources and work with the Contents Manager to support the production of resources to support ethical decision making, ensuring these are accurate, accessible and up to date.
5. Support the Ethics and Good Practice Manager in working with stakeholders, including course tutors, employers and internal staff in order to ensure the EFfCP is promoted, understood and implemented across BACP membership and key audiences.
6. Participate in the Ethical Framework Implementation Group and collaborate with external ethics specialists, to support and develop the wider dissemination of the EFfCP and Good Practice in Action resources.
7. Assist with the development and collection of relevant service statistical data to inform service evaluation and monitoring and to inform the identification and development of current and future member services.

**BACP Principal accountabilities**

* To be a BACP ambassador by upholding and demonstrating our values at every opportunity, through verbal, written and face to face communication.
* Manage and lead employees using a performance management and development process that encourages employee contribution, and includes goal setting together with constructive feedback, such that employees feel valued.

##### Context:

**Operating environment**: Awareness of the support needs of BACP’s membership in relation to ethical practice. Awareness of BACP’s current position as the industry’s largest professional body and the services offered by competing professional bodies.

**Framework & boundaries:** Organisational policies and procedures. EFfCP and related GPiA guidance. Ethics Service service standards. Confidentiality and Data Protection policies.

**Organisation: see org chart**

##### Relationships:

**Direct reports**: Regular team meetings and monthly 121s. Other support as and when required

**Manager**: Regular team meetings and support when required. Monthly 121s

**Other contacts:** BACP membership, Ethics and Good Practice Manager, Contents Manager, Ethical Framework Implementation Group, Ethics and Good Practice Steering Committee

##### Knowledge & experience:

* Qualified counsellor or psychotherapist
* Previous experience of managing people and displaying leadership qualities, with experience of creating high motivation and encouraging others to achieve to the best of their ability.
* An excellent knowledge of the BACP Ethical Framework for Counselling Professions (EFfCP) with the ability to offer a perspective on how the EFfCP may be applied in a practical way
* The ability to deconstruct complex questions using objective listening skills and offering appropriate options and information in response.
* Experience of collating and reviewing statistical information to produce reports and recommendations for areas for development and innovation.
* Excellent inter-personal skills with an ability to communicate at all levels, including effective and clear verbal communication by telephone, face-to-face and written communication, letters and emails.
* Excellent planning and organisational skills, with an ability to work on own initiative, to organise and prioritise own and others workload, while adhering to agreed deadlines.
* Previous experience of using Word, Excel, Outlook, Skype with accurate data inputting and database skills; data/statistical analysis skills.
* Committed to high quality customer care.

##### Job challenge: To develop BACP’s Ethics Service to a standard that provides the best possible support to members in relation to ethical practice and promote a culture of proactive rather than reactive engagement with ethical resources and sources of information. Create a competitive advantage for BACP relative to competing professional bodies through the provision of a robust and extensive ethics service.

##### Additional information

Good knowledge and understanding of the counselling profession

To reflect those as stated in the EFfCP where possible and appropriate:

Care, diligence, courage, empathy, identity, humility, integrity, resilience, respect, sincerity and wisdom.