

Role Profile

Role title: Lead Accreditation Assessor (3 days per week)

Reports to: Operations Manager

Job purpose: To ensure that BACP standards for accreditation across its accreditation schemes (individual, courses, and services) are maintained and applied.

Financial: N/A

Staff: 4 Accreditation Assessors and 4 Contract Assessors

Other: The role works across all accredited schemes, including initial accreditations and renewals.

Applications come from individual counsellors/psychotherapists, counselling course staff and counselling services.

The role liaises with the Lead Accreditation Moderator, the Operations Manager, the Accreditation Supervisor and the Professional Standards team and within BACP more widely on issues related to the maintenance and development of standards.

Principal accountabilities:

1. To lead on all technical aspects of BACP accreditation schemes, both current and those in development
2. To line manage the Accreditation Assessors, including having appraisals, assigning workloads, moderating decisions and working with the Accreditation Team Supervisor to ensure smooth running of processes
3. To manage the appeal process, including liaising with external panel members
4. To plan, organise and deliver meetings related to accreditation criteria and processing
5. To scrutinise and respond to communications/complaints from BACP members
6. To liaise with the Accreditation Team Supervisor to ensure that operational processes are applied and maintained

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7. To assess accreditation applications from all BACP schemes against identified criteria, including site visits to training providers and regular liaison with the office based team
8. To provide reports on initial and resubmitted applications for onward dispatch to applicants and/or moderators
9. To undertaking tele-surgeries as required with BACP members seeking clarity on deferral reports or accreditation criteria, whilst representing and upholding the values and views of BACP and its accreditation scheme/s.

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.

Context

Operating environment: The service is the assessment and award of a nationally recognised quality standard. Customers for the service are individual counsellors/psychotherapists, counselling courses and counselling services. Competition comes from accreditation schemes run by other professional bodies such as UKCP and NCS and from other bodies which quality assure courses and services. These include examining bodies, other QA schemes (PQASSO, for example) insurance companies, local authorities and others.

Framework & boundaries: The role needs to be carried out to ensure BACP standards for the accreditation of individuals (initial and senior accreditations), courses and services are met and maintained. The work needs to be carried out within the context of BACP policies generally, notably BACP's accreditation criteria for the accreditation schemes, *Ethical Framework for the Counselling Professions*, Good Practice guidelines and competency standards. While the role is to ensure the work of the assessors meets and maintains the standards, this needs to be with an awareness of wider issues within BACP and the profession.

Organisation: see org chart

Relationships

Direct reports: 4 Accreditation Assessors plus overseeing 4 Contract Assessors

Participation in monthly team meetings with other members of the Professional Standards team.

Participation in monthly Ethical Framework Implementation Group Meetings

Participation in PCE-CfD Network Meetings

Participation in SCOPED Implementation Meetings

Other contacts:

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Internally Regular contact (several times each week) with the accreditation office staff in relation to queries. Often these involve input from the Operations Manager/Membership manager on wider administrative issues.

Externally respond to queries and informal complaints from individual applicants, mainly via email. Respond to queries from course staff and take part in accreditation visits to counselling courses. This contact is mainly by email but also includes phone calls and meetings. The role includes occasional participation in events such as Making Connections.

Knowledge & experience:

- Accredited membership of BACP
- Qualified counsellor or psychotherapist
- Experienced in delivering therapy, supervising case work
- Understanding and experience of quality assurance schemes relating to individual practitioners, organisations and training courses
- Experience of delivering training workshops and presentations.
- Previous experience of further/higher education teaching and quality processes or equivalent is desirable.
- Excellent inter-personal skills and the ability to communicate at all levels
- Good level of computer literacy skills across different systems, MS Office and ability to learn and adapt to IT systems
- Oversee the team and delegate effectively to develop team members
- Work within a team and on own initiative, organising and prioritising workloads

Job challenge:

Responding to queries and informal complaints from applicants. These are unpredictable in frequency and content. Responding requires a high level of understanding of the assessment criteria, clarity in outlining BACP requirements and standards, and an approach which values the enquirer, respecting their questions. It also requires the discernment to decide when an exception to the usual rules is appropriate.

Additional information

A combination of working on-site and from home will be considered for this role. The assessors all work off site and so good communication with off- and on-site staff is imperative.