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| JOB IDENTIFICATION |
| Job Title: Counsellor  Responsible to (insert job title): Assistant Manager  Department(s): Operations  Tenure of Post: Up to 35 Hours p/w  Salary Grade: Grade 5 / 5a (£24,750 – 29,500)  *Placement subject to experience / accreditation status* |
| 2. JOB PURPOSE |
| The role of Counsellor is to be responsible for the delivery and evaluation of high quality holistic therapeutic counselling and support services, within Lifelink’s service delivery framework and in line with BACP/BABCP/COSCA (or equivalent) ethical frameworks and codes of practice. |
| 3. Lifelink’s Vision and Values |
| ***Vision***  **People are healthier and happier wherever they live, work or learn**  ***Values***  All services delivered by Lifelink are underpinned by the following core **Values**:  **Inclusive**: We reach out to communities to reduce isolation; we work as one team, together taking pride in our achievements.  **Supportive:** We see the whole person, actively listen and offer clear information; we act with empathy and compassion.  **Innovative:** We encourage innovation and excellence, share learning and best practice and celebrate success; we embrace change and are responsive to stakeholder and customer needs.  **Integrity:** We always act fairly, ethically and openly; we treat each other as we would wish to be treated, with dignity and respect. |
| 4. Roles and Responsibilities |
| 1. Providing and evaluating high quality holistic counselling and therapeutic services to clients within Lifelink’s service delivery framework 2. Utilisation of all therapeutic skills and qualifications held for the benefit of Lifelink clients 3. Hold a caseload of individual therapeutic work in line with organisational service models and requirements 4. Support clients to set and achieve identified goals, positive outcomes and assess and demonstrate progress to ensure timely completion of treatment 5. Accurate and timely completion of all client paperwork/records. Including database system entries, diaries and monitoring and evaluation information, in conjunction with customer service colleagues 6. Commitment to the ethical framework and professional standards required to maintain registration with BACP/COSCA and/or other relevant professional body 7. Develop and maintain positive working relationships with our clients, our partners, and with staff and service users in other agencies, positively and proactively representing Lifelink at all times 8. Attend and fully participate in team meetings, team training/CPD, clinical supervision, performance management and support meetings 9. Contribute to and participate in the development and marketing of Lifelink services 10. Adhere to Lifelink policies and procedures 11. Strive to achieve relevant Key Performance Indicators (KPIs) and objectives defined as appropriate to the role, and proactively participate in Lifelink’s annual appraisal process 12. Perform other related duties as required and/or assigned by a line or senior manager |

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| 5. Key Behaviours |
| 1. BE Proactive…. Don’t wait for it to happen, make it happen 2. BE Open and honest… your reputation is everything 3. BE Reliable… make good on all your promises 4. BE Equitable…. Be fair with everyone 5. Listen… to all staff and feedback your understanding of their thoughts, needs and concerns 6. Innovate like an entrepreneur…. Work like it’s your business, your money, your staff and your customers 7. Think Growth, Quality and above all Community |

# Person Specification

**Post Title: Counsellor**

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| **Selection Factors**  **(Person Specification)** |  | **Criteria** |
| **QUALIFICATIONS & TRAINING** | **Essential** | * Minimum of Diploma in Counselling with a minimum of 100 hours client contact in training * Registered member of BACP/BABCP/COSCA or equivalent professional body |
| **Desirable** | * Professionally accredited or committed to an agreed plan for achieving accreditation within 3 years of joining * Qualification / accreditation in a range of other therapeutic practices |
| **EXPERIENCE** | **Essential** | * Experience delivering counselling on a on a 1-1 basis to adults and/or young people * Experience of working in an multidisciplinary/collaborative environment, advocating on behalf of others and managing boundaries * Experience delivering counselling via a range of digital platforms including telephone and online (video conferencing) |
| **Desirable** | * 2 years post-qualifying experience of working with a range of client groups * Experience of delivering group work and / or training sessions to a range of client groups * Experience of undertaking comprehensive clinical assessments and decision making about onward referral/allocation |
| **KNOWLEDGE** | **Essential** | * Good working knowledge of professional standards and ethical frameworks of professional body * Understand the application of relevant legislation e.g., vulnerable adult, child protection, confidentiality * Knowledge of a range of ways in which people’s mental health can be impacted by social, systemic and cultural influences * Ability to apply a range of theoretical concepts to a time-limited/short-term working arrangement |
|  | **Desirable** | * Awareness of recent policy documents and current frameworks relating to mental health and wider deprivation * Awareness of suitability of clients at various stages on a stepped care model of treatment |
| **COMPETENCIES & SKILLS** | **Essential** | * Ability to manage a therapeutic relationship through digital and online platforms * Ability to assess and manage risk appropriately within a therapeutic relationship, in-line with legislation and policy * General IT literacy, skills and competence in the proficient use of Microsoft Office packages, including Word, Excel, Teams and Outlook |
| **Desirable** | * Experience of using CRM Databases and data management software * Coaching and mentoring skills * Group facilitation and training delivery |
| **PERSONAL CHARACTERISTICS AND OTHER** | **Essential** | * High level of intra and interpersonal skills * Strong verbal and written communication skills * Diplomacy and negotiation skills * Ability to respond constructively to challenges * Resilient * Reliable * Collaborative * Solution focussed * Flexibility of approach * Current driving licence and access to own vehicle |