



**1. JOB IDENTIFICATION**

|                                    |   |
|------------------------------------|---|
| Job Title:                         | Counsellor  |
| Responsible to (insert job title): | Services Co-ordinator   |
| Department(s):                     | Operations  |
| Tenure of Post:                    | Up to 35 Hours p/w  |
| Salary Grade:                      | Grade 5 / 5a (£24,500 – 29,000) Pro Rata<br><i>Placement subject to experience / accreditation status</i> |

**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 (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 and risk of suicide; as one team, together we take 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. Developing and managing a caseload of individual therapeutic work in line with organisational service models and requirements
4. Supporting clients to set and achieve identified goals, positive outcomes and assessing and demonstrating progress to ensure timely completion of treatment
5. Accurate and timely completion of all client paperwork/records, business information system entries, diaries and statistical information to support therapeutic practice, the evaluation processes of the service and the administrative requirements of the organisation, in conjunction with customer service colleagues
6. Producing client related case studies and other written reports/documentation as requested by a manager
7. Working to BACP/COSCA and/or other relevant therapeutic bodies, Standards and Ethical Frameworks
8. Maintaining own professional standards and accreditations, including CPD and any other requirements
9. Developing and maintaining 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
10. Attending and fully participating in team meetings, team training/CPD, clinical supervision and performance management and support meetings

## **JOB DESCRIPTION**

11. Contributing to and participating in the development and marketing of Lifelink services
12. Adhering to Lifelink policies and procedures, and in particular Child Protection, Confidentiality and Vulnerable Adults, at all times
13. Achievement of relevant KPIs and objectives defined as appropriate to the role, and proactively participating in the Company's annual appraisal process
14. Performing other related duties as required and/or assigned by a line or senior manager

## **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

**JOB DESCRIPTION**

**Person Specification**

**Post Title: Counsellor**

| <b>Selection Factors<br/>(Person Specification)</b> |                  | <b>Criteria</b>   |
|---|------------------|---|
| <b>QUALIFICATIONS &amp; TRAINING</b>                | <b>Essential</b> | <ul style="list-style-type: none"> <li>• Minimum of Diploma in Counselling and a member of BACP/BABCP or equivalent</li> <li>• BACP Accredited or committed to an agreed plan for achieving it within 3-5 years of qualifying</li> <li>• Evidence of CPD</li> </ul>   |
|   | <b>Desirable</b> | <ul style="list-style-type: none"> <li>• Qualification / accreditation in a range of other therapeutic practices, e.g., body work</li> </ul>  |
| <b>EXPERIENCE</b>                                   | <b>Essential</b> | <ul style="list-style-type: none"> <li>• Experience delivering counselling on a on a 1-1 basis to adults and/or young people with complex needs</li> </ul>  |
|   | <b>Desirable</b> | <ul style="list-style-type: none"> <li>• Experience of delivering group work and / or training sessions to varying client groups</li> <li>• Experience delivering counselling via a range of digital platforms including telephone and online (video conferencing/Skype and online)</li> </ul>  |
| <b>KNOWLEDGE</b>                                    | <b>Essential</b> | <ul style="list-style-type: none"> <li>• Experience delivering group work and training e.g. broader population work or other relevant training to adults with complex needs</li> </ul>  |
|   | <b>Desirable</b> | <p><b>Sound knowledge of:</b></p> <ul style="list-style-type: none"> <li>• BACP Code of Practice and ethical guidelines</li> <li>• relevant legislation e.g. vulnerable adult, child protection, confidentiality</li> <li>• impact of health inequalities on stress and mental health</li> <li>• the social model of health and holistic, asset based therapeutic approach</li> <li>• the importance of partnership working</li> </ul>  |
| <b>COMPETENCIES &amp; SKILLS</b>                    | <b>Essential</b> | <ul style="list-style-type: none"> <li>• Awareness of recent policy documents and current frameworks relating to mental health and wider deprivation</li> <li>• Proficient IT skills and knowledge of Microsoft packages in particular MS Word and Outlook</li> </ul>   |
|   | <b>Desirable</b> | <ul style="list-style-type: none"> <li>• Coaching and mentoring skills</li> </ul>   |
| <b>PERSONAL CHARACTERISTICS AND OTHER</b>           | <b>Essential</b> | <ul style="list-style-type: none"> <li>• High level of intra and inter personal skills</li> <li>• Ability to achieve and evidence positive client outcomes</li> <li>• Strong verbal and written communication skills</li> <li>• Diplomacy and negotiation skills</li> <li>• Able to build effective and engaging relationships</li> <li>• Ability to respond constructively to change</li> <li>• Resilient</li> <li>• Reliable</li> <li>• Collaborative</li> <li>• Solution focussed</li> <li>• Flexibility of approach</li> <li>• Current driving licence and access to own vehicle</li> </ul> |