



## JOB DESCRIPTION

### Job Identification

Job title:	Youth Counsellor
Reporting to:	Assistant Manager
Department:	Operations
Working Pattern:	Up to 35 Hours per week
Working hours:	Mon-Fri: 08:30 – 16:30; Evening Shift 18:00 – 21:30
Location:	Various schools/venues throughout Scotland
Delivery Method:	In person and Digital
Salary Band:	4c (qualified) / 5c (accredited)

### Our Vision & 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**:

1. **We make decisions with the needs of our colleagues, our clients, and ourselves in mind:** Always being professional by making decisions that are right for everyone. Always acting with integrity, being open and honest, seeking and offering support where appropriate.
2. **It's about us as one team:** Working as a team to support each other, with clear, concise and consistent communication, so we get the best from each other and are working towards our shared goals.
3. **We care:** We trust each other and care about everyone's wellbeing (staff, customers, stakeholders). Always respecting one another, showing kindness and empathy to all.
4. **We are passionate to do more for our communities:** Proactively seeking out new, forward thinking and more effective ways of working to make sustainable change in our communities.
5. **We enable everyone to be themselves:** Having a positive and fun environment which promotes inclusion, diversity and empowers everyone to be themselves without restrictions or discrimination.

### Role Summary

As a Lifelink Youth Counsellor you will offer therapy, in-line with contract arrangements, to a variety of children and young people either within a school or community setting. You will undertake comprehensive assessments with clients before formulating recommendations for next steps in accordance with a stepped model of care. You will recognise when to appropriately utilise techniques from creative, expressive and experiential therapeutic disciplines to support young people to symbolise their

experiences, where 'talk therapy' alone may not be suitable or adequate. You will offer sessions to allocated clients in-person at your allocated venue/school, and occasionally by telephone or by digital video call. You will offer ongoing sessions to clients that require an interpreter, where their first language is not English. You will model high professional standards, working within Lifelink's Clinical Governance Framework and undertaking all quality assurance processes as directed. You will ensure your clinical practice at Lifelink remains in line with relevant professional body's ethical frameworks, professional standards and codes of practice. This includes remaining current in your knowledge and skills by attending appropriate CPD each year, alongside clinical supervision. You will meaningfully engage in the development of the organisation by contributing to focus groups or time limited working groups. You will implement aspects of continuous improvement projects, as directed by Senior Clinical staff and promote a thoughtful, compassionate and professional culture within all functions of the organisation.

### **Role Responsibilities**

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- Offer relational, empathic, age appropriate counselling to children and young people within contracted parameters, ensuring alignment with relevant professional standards and ethical frameworks utilising creative praxis, where appropriate
- Undertake client assessments and make recommendations on suitability for therapy and/or appropriate next steps
- Maintain accurate, up to date client notes, digital records and associated paperwork (including monitoring and evaluation) in accordance with relevant policies, governance and legislation
- Manage clinical caseload and schedule effectively and efficiently, prioritising consistency for client appointments
- Ensure and provide evidence that the minimum standards are upheld to maintain ongoing professional membership with a relevant body for the Counselling and Psychotherapy professions, including supervision and CPD
- Foster and promote positive, inclusive, collaborative relationships with partners/referral organisations and colleagues in all departments at Lifelink
- Proactively contribute to the smooth running of services by engaging in team meetings, line management 1:1's and performance appraisals
- Contribute to the improvement and promotion of services by providing anonymous written case studies for reporting and/or marketing and promoting client feedback opportunities
- Be aware of and comply with the governance, policies and procedures of the service

### **Competencies**

**Knowledge****Required:**

- Applied understanding of ethical issues in mental health practice with children and young people
- Practical knowledge of the challenges and benefits of a range of therapeutic methodologies with children and young people
- Understanding of the issues related to working with time-limited therapeutic interventions with children and young people
- Working knowledge of confidentiality, data protection, and information security
- Relevant knowledge of applying safeguarding and child protection procedures

**Desirable:**

- Understanding of ethical and legal issues in mental health practice with children and young people
- Awareness of the stepped care model and understanding of Lifelink's interface with statutory services
- Awareness of the impact of health inequalities on children and young people's and mental health
- Knowledge of systemic principles when working in the context of education and healthcare

**Skills****Required:**

- Proficient in the delivery of appropriate therapeutic approaches with children and young people presenting a broad range of mental health challenges
- Comfortable adapting their preferred therapeutic modality to suit the needs of each young person individually
- Able to work well independently and within a team context, appropriately managing boundaries and confidentiality within a multidisciplinary environment
- Ability to appropriately respond, to contain a range of 'challenging' emotions that may present in children and young people, including risk
- Proficient in the use of IT and digital technologies

**Desirable:**

- Willingness to work towards mentoring newly qualified or trainee therapists
- Confident spoken and written communicator, able to represent Lifelink in a professional context externally
- Able to offer therapy within a specialist area or interest or further training

**Education****Required:**

- Minimum of a Diploma in Counselling/Psychotherapy or Counselling Psychology
- Full registration with a professional body for the Counselling/Psychotherapy professions
- SQA Professional Development Award in Counselling Children and Young People (or equivalent), or commitment to complete this ASAP
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**Desirable:**

- Further training/qualification in creative approaches to working with children and young people

- A further qualification in a relevant post-qualifying specialism

**Soft Skills & Personality Traits**

- Reflective and self-aware
- Remains constructive under pressure
- Compassionate and empathic
- Resilient
- A champion for equality, diversity and inclusion

Date written / updated: 25/06/24

Written by: Andy Hardie

Date last reviewed: 29<sup>th</sup> May 2024

Reviewed by: Lyndsay Thomson

Date last approved: 3<sup>rd</sup> July 2024

Approved by: Jennifer Gordon