



Counsellor

Job Description

Faculty / Department:	Student Services
Campus:	Cauldon and/or Burslem Campuses
Responsible to:	Director of Student Services
Responsible for:	N/A
Grade:	£25,388 per annum pro rata (SCP 25, Grade 3A)
Hours:	22 hours per week, 38 weeks per year, term-time only (0.52 FTE), permanent

Role Summary:

To offer therapeutic consultations and assessments, guided self-help, group work and individual counselling within a brief, early intervention framework.

To address the mental well-being needs of students, co-ordinate provision of appropriate college support, and referral on to specialist external agencies, where necessary.

Main Duties and Responsibilities:

Work Processes and results

- To plan, prepare and deliver a high quality and confidential counselling service across the college to support students to achieve and succeed. Provide one to one confidential counselling to all students.
- To identify counselling and mental health needs through comprehensive assessment of students at the point of application or referral to the service.
- To maintain accurate, timely and auditable counselling records.
- To play a proactive and integral part in the Student Services Team working closely with the Director of Student Services, Personal Tutors, Mentors, Safeguarding & Wellbeing Co-ordinator and Safeguarding team where appropriate.
- To help publicise the service to staff and students.
- Ensure accessibility and promote mental health awareness and awareness of the services within the College community, and network with external specialist agencies in order to provide comprehensive support to students.

- Help provide immediate mental health support and/or counselling in response to particular events in exceptional circumstances (e.g. sudden bereavement within the College or other traumatic events).
- To help monitor and evaluate the counselling service using agreed quality procedures including the student voice and initiate strategies to consistently improve the quality of the service to meet student needs. Provide reports on the access, usage and impact of the counselling service.
- To assist learners to adopt safe practices and healthy lifestyles e.g. leading group sessions on coping with stress or mindfulness for example.
- To contribute to staff development including leading sessions on strategies to deal with mental health and the role of a counsellor and support tutors and lecturers with student issues. Acting as a resource for all staff who need to develop their personal counselling skills in their work with students.
- Develop and maintain a bank of resources on topics such as welfare, benefits, bursaries, drugs and alcohol, eating disorders, etc., liaising with relevant charities/NHS to facilitate any drop-in clinics as required.
- Attend conferences, courses and workshops to update and develop counselling expertise and knowledge of welfare and benefits issues.
- To undertake professional counselling supervision and staff development.

Team Work

- To work closely with colleagues in other Departments, as well as with specialist external partner agencies.

Communication / Documentation

- To communicate clearly, effectively and professionally across a wide range of audiences.
- To liaise with specialist external agencies to provide referrals or links for the support of students.
- To ensure and maintain strict confidentiality at all times.

Personal Development / Performance

- To keep up to date, so far as necessary, for the efficient executing of the job, with new legislation, procedures and techniques and attend relevant mandatory training.
- Demonstrate a commitment to continuing Personal/Professional Development.
- Ability to observe and define priorities and timetables in the achievement of strategic and operational objectives.
- To undertake any other duties as may reasonably be required commensurate with the post.

Equality, Diversity & Inclusion, Health and Safety and Strategy

- To identify the financial, health and safety, equality, confidentiality or other risks associated with the post's sphere of responsibility and to define and take positive action to manage these risks.

- To assist learners to adopt safe practices and healthy lifestyles e.g. leading group sessions on coping with stress or mindfulness for example.
- A strong commitment to the principles and practice of Equality, Diversity and Inclusion.
- Take reasonable care of the Health and Safety of yourself and that of any other person who may be affected by your acts or omissions at work.
- Ensure as far as is necessary, that Statutory Requirements, Codes of Practice, Policies and Procedures, and Health and Safety arrangements are complied with.

College Values

- To demonstrate and uphold the College's values, or Trust, Resilience, Authenticity & Ambition, Innovation & Collaboration, and Nurture (TRAIN).
- To promote and embed these values in all elements of work and in interactions with colleagues, learners, visitors and others.
- To participate in making the College and inclusive environment in which to learn and work.
- Adhere to the College's environmental and sustainability procedures and seek to promote environmental sustainability within own area of responsibility.
- To present and promote an appropriate public image in representing the College and demonstrate the core values expected of Stoke on Trent College employees. Carrying out all duties in the context of the practical application of the College's Equal Opportunities Policy.

Safeguarding of Children and Vulnerable Adults

- To comply with the College's Safeguarding policy and practices, and work in accordance with the Keeping Children Safe in Education Statutory Guidance for Schools and Colleges. To attend relevant and associated training, as required.

General Data Protection Regulation and Data Protection Act 2018

- To understand, be aware of, and ensure full compliance with the General Data Protection Regulation, and Data Protection Act 2018, during and after employment with the College, and to comply with the College's Policy for such.

This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather, should be read as a guide to the main priorities and typical areas of activity of the post-holder.

These activities are subject to amendment over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder.

This Job Description and Person Specification is accurate as at September 2021. In consultation with the postholder, the College reserves the right to update, amend or vary its content, to reflect changes to, or modernisation of, the role.



Measured by:	
A	Application
I	Interview
T	Test
P	Presentation
R	References
Po	Portfolio

PERSON SPECIFICATION

Counsellor

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Qualifications/ Education/ Training	<ul style="list-style-type: none"> Degree in Counselling, or equivalent Minimum of 4 GCSE's at Grade 4-9 (C or above) (or equivalent qualifications) including Maths and English Fully accredited by and a and registered member of BACP, UKCP (or other recognised relevant professional body) 	<p>A</p> <p>A</p>	<ul style="list-style-type: none"> A Postgraduate Diploma/ Masters in Counselling, or equivalent. 	<p>A</p>
Experience	<ul style="list-style-type: none"> Significant experience in supporting people with mental health difficulties, with a wide variety of issues and needs in a counselling / support environment including people with diagnosed and undiagnosed mental health issues, risky behaviour, self-harm Knowledge of mental health diagnoses, prognosis and effects Knowledge of medical interventions and speaking / listening tools, understanding of treatments Experience of communicating effectively with a wide variety of people at different levels. 	<p>A, I, P</p> <p>I, T</p> <p>I, T</p> <p>A, I</p>	<ul style="list-style-type: none"> Experience of working in an education setting Experience in facilitating groupwork. 	<p>A, I</p> <p>A, I</p>

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
	<ul style="list-style-type: none"> Experience in dealing with highly sensitive and confidential matters 	A, I		
Skills/ Aptitudes/ Competences/	<ul style="list-style-type: none"> Person Centred/Integrative approach to Counselling Understanding of mental health in adolescents Understanding of the developmental, emotional, social and educational issues of children and young people Ability to work independently, manage own caseload and use initiative Ability to problem solve effectively, and to work on own initiative Strong team player, with an organised, positive attitude to work Highly developed interpersonal skills and emotional intelligence Excellent time management, organisation and prioritisation skills. Highly developed written, verbal and non-verbal communication skills Exceptional listening and support skills Ability to provide an effective, proactive, customer focussed service to customers and other key stakeholders Proven ability to work well in a fast-paced environment, meeting multiple deadlines within set timescales Excellent accuracy and attention to detail Well-developed IT Skills, including the use of Microsoft Office, Word, Excel 	<p>A</p> <p>A</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p>	<ul style="list-style-type: none"> In-depth knowledge and understanding of BACP regulations Record-keeping skills - Collection of data, management of caseloads Report writing skills Have experience of CBT Knowledge of agencies supporting young people 	<p>A</p> <p>A</p> <p>A</p> <p>A, I</p>

Criteria Headings	Essential	Evidenced by	Desirable	Evidenced by
Other	<ul style="list-style-type: none"> • Demonstrate commitment to and an understanding of diversity and equality • A commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults • Ability to travel between, and work from, Burslem and Caudon campuses as required 	<p>I</p> <p>I</p> <p>I</p>		