# Job description

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| Job title: | Counsellor |
| Reporting to: | Head of Clinical and Services |
| Responsible for staff/equipment: |  |
| Contract: |  |
| Salary: | £30,000 - £34,000 FTE |
| Location: | 14-15 North Parade, Frome, Somerset BA11 1AU  Home working possible |
| Hours: | xx hours per week |

We Hear You (WHY) is a charity providing free professional counselling for children, young people and adults affected by cancer, life threatening conditions or bereavement in Bath and North East Somerset, Somerset and Wiltshire.

We Hear You is an organisational member of the British Association of Counselling and Psychotherapy (BACP) and bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy.

All members of staff at We Hear You are expected to embody our mission and values.

## Main purpose of the job:

To provide counselling/therapy to clients of We Hear You.

65-70% of this role will be client-facing (each individual counsellor or therapist will not work with more than 15 clients).

This will include:

## Key tasks and responsibilities:

* Provision of counselling / therapy including:
  + One-to-one therapy for adults and children – sessions could be in person, online, on the phone or sitting/walking in nature.
  + Couple’s therapy.
  + Complementary therapeutic services e.g., WHYgrow and WHYoutdoors.
  + Traded services for people impacted by cancer and life-threatening conditions e.g., EAP counselling, clinical supervision, group supervision, employer training.
* Deliver other clinical services such as supervision, telephone assessments, holding calls and family support sessions as directed.
* Maintain records of clinical work in line with service protocols and WHY policies.
* Manage risk and safeguarding issues in accordance with appropriate legal, ethical, and organisational requirements.
* Attend clinical supervision regularly.
* Provide relevant content to the fundraising and communications team.
* Liaise and collaborate with the fundraising and communications team with promotion of services and events.
* Support the clinical and administrative aspects of the development of new services were appropriate.
* Produce written report(s) and make presentations on clinical aspects of the charities work as required.
* Assist with general incoming telephone cover.

### General

The post holder will be expected to:

* Keep up to date with best practice in counselling and psychotherapy.
* Adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), and Health and Safety at Work Act (ensuring the health and safety of own and others at all times).
* Ensure the BACP Ethical Framework is adhered to.

The post holder may be asked if they are able to represent the charity at events and external meetings which may require some evening and weekend working.

The post-holder will be expected to undertake any other duties commensurate with the post.

### Equal opportunities

We Hear You (WHY) is an equal opportunity employer and is fully committed to a policy of treating all its staff and job applicants equally.

WHY will take all reasonable steps to recruit, appoint, employ, develop and promote staff on the basis of their experience, abilities and qualifications without regard to the protected characteristics as specified in the Equality Act 2010.

The post-holder will be expected to implement We Hear You’s Equality and Diversity Policy in all aspects of their work.

### Safeguarding

This organisation is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.

## Person specification

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|  | Essential | Desirable |
| Education and qualifications | | |
| Professional qualification in counselling or therapy | ✓ |  |
| Registration or Accreditation with UKCP/BACP/BPC/HCPC or other relevant body |  |  |
| Evidence of ongoing professional development |  |  |
| Accredited with BACP |  |  |
| Relevant post-qualifying qualification, e.g., couples counselling, family therapy, palliative care |  |  |
| Experience | | |
| Post-qualification experience | ✓ |  |
| Experience of working with adults, children and young people, couples |  |  |
| Experience of working with those affected by cancer and or other life-threatening conditions. |  |  |
| Experience of eco-psychology and nature-based therapies for mental health |  |  |
| Qualification and experience of couples or family counselling |  |  |
| Experience of working with groups |  |  |
| Qualification and experience of providing clinical supervision |  |  |
| Experience in undertaking assessments |  |  |
| Qualification and experience of online counselling |  |  |
| Knowledge, skills, and abilities | | |
| Ability to work collaboratively and communicate effectively |  |  |
| Knowledge of safeguarding legislation relating to children and adults | ✓ |  |
| Strong IT/computer skills, including word, excel, outlook | ✓ |  |
| Personal qualities and attitudes | | |
| Personable and empathetic with a willingness to develop knowledge and grow in practice |  |  |