

December 2017

Dear Applicant

Counsellor (15 hours)

Thank you for your interest in the above post.

At Hull and East Yorkshire Mind we believe that everyone experiencing a mental health problem deserves both support and respect. We aim to challenge stigmas and strengthen communities. Can you help us to make this happen?

In this role you will work in the North Lincolnshire and North East Lincolnshire areas primarily to deliver counselling to adults who are furthest away from employment. You may, however, be required to provide counselling to other adults and young people who have a range of mental ill health conditions. You will need to be flexible and have the ability manage your own diary and be autonomous in your role, but will receive frequent case management supervision with your supervisor and be required to attend regular clinical supervisions.

The position will require you to draw on your previous counselling experience to deliver sessions. The completion of data sets, recording of outcome measures and providing regular feedback to the Service Leads are also an essential requirement.

You will need passion, empathy and resilience. We are looking for someone who is driven and committed to making a difference and support people to make positive changes to their lives.

Yours faithfully

Vicky Anderson
Operations Manager

Hull and East Yorkshire Mind Wellington House 100 Beverley Road Hull HU3 1XA	01482 240200 www.heyhound.org.uk info@heyhound.org.uk	Company Number: 4936165 Registered Charity Number: 1101976 Charity Registered in England	 MindHEY  @MindHEY
			

JOB DESCRIPTION

JOB TITLE: Counsellor
EMPLOYMENT CONTRACT: Fixed term contract to 31 October 2019
LOCATION: The post holder will be required to work at various sites and travel within the North and North East Lincolnshire area
PRIMARY SERVICE AREA: Customer facing activity delivered through a case load to young people and adults.
SALARY RANGE: £24,000 per annum (for 37 hours)
HOURS: 15 hours per week. The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation. Hours of work may be between the hours of 8.00am until 8.00pm Monday to Friday with Weekend and Bank Holiday working.
REPORTS TO: Operations Manager
<p>OVERALL PURPOSE OF THE JOB</p> <p>To support people to:</p> <ul style="list-style-type: none"> • make positive changes in their lives • improve or maintain their mental health and wellbeing • overcome challenges and barriers and help people to make their own choices
<p>KEY RESPONSIBILITIES</p> <ol style="list-style-type: none"> 1. Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and Hope, called 'REACH' is adhered to at all times 2. Provide a comprehensive counselling service demonstrating experience of short-term interventions. 3. Support clients to manage difficult feelings or life transitions. 4. Help clients to look at obstacles and explore how these can be re-framed. 5. Ensure that all activities are compliant with our health and safety and risk management policies. Also ensuring that procedures promote an inclusive environment. 6. Ensure that people who access our services complete appropriate measurement scales to monitor outcomes. 7. Liaise, communicate and work in collaboration with colleagues and any external agencies that need to be involved in supporting clients and community's to achieve agreed, goals, targets and outcomes. 8. Maintain accurate and up to date service records. 9. Complete feedback requirements through both formal and informal methods, i.e. surveys, reviews and exits 10. Actively participate in on-going professional and/or personal development in order to meet and/or exceed the expectations of the job and the competency profile. 11. Participate in and contribute to team meetings, peer support and supervision (both clinical and line management) in order to: <ul style="list-style-type: none"> • Promote and share evidence based good practice and learning

- Identify and resolve issues and problems
- Contribute to management decisions
- Identify and implement improvements to existing and new services.

COMPETENCIES

Organisational Awareness *means understanding and being sensitive to organisational dynamics, culture and politics across and beyond the charity and shaping our approach accordingly to maintain and increase our profile and balance client needs with different demands*

Indicators of effective performance:

- Challenges unethical behaviour
- Uses understanding of the charity's partnership arrangements to deliver effectively
- Is aware of changing client needs and works flexibly to reflect these changes
- Follows the charity's position in the media and understands how it impacts on work

Planning and Organising *means thinking ahead, managing time priorities and risk and developing structured, efficient, approaches to meet deadlines and deliver a high standard of work to enable us to win contracts and achieve our objectives*

Indicators of effective performance:

- Prioritises work in line with key team and project deliverables
- Demonstrates flexibility by making contingency plans to account for potential changes to priorities or deadlines
- Supports the team/project to ensure work is delivered to a high standard
Negotiates realistic timescales for work which do not negatively impact on project deliverables

Communicating and Managing Relationships *means presenting information clearly, working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals and representing the organisation positively to enable effective delivery of our objectives*

Indicators of effective performance:

- Understands client needs and tailors service offered accordingly
- Is a role model to others, encouraging them to think of clients first
- Manages client expectations so they are high, but realistic
- Represents a client's best interests
- Focuses own and teams efforts on delivering a quality and committed service

Responding to Pressure and Change *means being flexible and able to adapt positively to sustain performance when situations change, workload increases or priorities shift to ensure we continue to meet the needs and expectations of our customers*

Indicators of effective performance:

- Maintains a focus on key priorities and deliverables, staying resilient under pressure
- Anticipates and adapts flexibly to changing requirements
- Uses challenges as an opportunity to learn and improve
- Participates fully and encourages others to engage in change initiatives
- Actively promotes the teams' wellbeing, supporting them to cope with pressure and change

Decision Making and Problem Solving *means forming sound, evidence based judgements, assessing risks to service delivery, taking accountability and interpreting diverse viewpoints to find workable and timely solutions in order to understand our challenges and*

respond effectively

Indicators of effective performance:

- Makes sound decisions quickly when necessary
- Encourages the team to make decisions in their own area of expertise, takes responsibility and provides rationale for those decisions
- Involves and consults stakeholders early in decisions that impact them
- Clarifies ambiguous problems and questions beliefs to gain full understanding
- Actively searches for, and implements, new and improved ways of working by pursuing and integrating different viewpoints to tackle complex issues

Client Focus *means consulting with, listening to and understanding the needs of people who use our services and using this knowledge to shape what we do and how we manage expectations*

Indicators of effective performance:

- Builds the charity's reputation as an organisation committed to meeting the diverse needs of people who use our services
- Support people through diverse, complex, sensitive and ethically challenging issues
- Offer appropriate interventions when supporting people experiencing distress or harmful behaviours, in line with organisational procedures
- Builds confidence in staff, partners and people who use our services by ensuring the charity delivers quality work

Managing Finance and Resources *means taking personal responsibility for using and managing resources effectively, efficiently and sustainably, and actively and continually seeking out funding and income generation opportunities*

Indicators of effective performance:

- Demonstrates awareness of value for money and responsible use of resources, reusing and recycling
- Takes action to avoid unnecessary waste and cost
- Shows understanding of relevant budgets and how they apply to own work
- Shows an understanding of the importance of obtaining income via various funding streams for own service

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

In addition to the contents of this job description employees are expected to undertake any and all reasonable tasks allocated and identified by line management as being necessary for the proper performance of your role within the organisation and the overall business objectives of the organisation.

Person Specification

It is essential that, in the key shortlisting criteria of your application form, you give evidence or examples of your proven experience for **all** of the shortlist criteria marked essential along with any desirable criteria which you meet.

You should expect that all criteria will be assessed as part of either or both of the shortlisting and interview processes.

Job Title: Counsellor		Created: December 2017	
Area	Criteria	Essential	Desirable
Key knowledge	Demonstrable understanding of mental health and social issues	✓	
	Demonstrable understanding of self-help strategies, short term interventions and signposting or referral to other agencies	✓	
	Demonstrable extensive clinical and theoretical knowledge, including mental health/risk assessment, treatment options, referral pathways and measurement scales	✓	
	Of local and national services		✓
	Of specialist areas, eg drug and alcohol, domestic violence, children and young people, older people and bereavement services		✓
Relevant experience	Of counselling adults and you people, holding a 1:1 caseload	✓	
	Of being able to cope with the diversity of needs presented by individuals	✓	
	Considerable experience of working in the field of counselling and mental health		✓
	Of entering and managing data in a management information system, particularly IAPTUS or other NHS client information systems		✓
Key competencies	Organisational Awareness – Level 2 Knowledge of Hull and East Yorkshire Mind		✓
	Planning and Organising – Level 2 Able to work autonomously, planning and prioritising own workload to make best use of time.	✓	
	Communicating and Managing Relationships – Level 3 Ability to communicate effectively with both internal and external stakeholders of the organisation	✓	
	Highly developed written and verbal communication which is tailored to the needs of the target audience	✓	
	Responding to Pressure and Change – Level 3 Demonstrates resilience when under pressure, faced with emotionally charged issues	✓	
	Ability to anticipate changing needs and respond positively	✓	
	Decision Making and Problem Solving – Level 2 Able to make sound decisions quickly when necessary	✓	
	Client Focus – Level 4 Able to support people cope with challenges and to make positive changes in their lives	✓	
	Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary	✓	
	Managing Finance and Resources – Level 1 Demonstrates responsible use of time and takes action to avoid unnecessary cost, particularly when arranging client appointments		
Additional requirements	Possession of a full current driving license with use of, a motor vehicle for work purposes and prepared to travel across the region.	✓	
	Enthusiastic with a high degree of personal motivation		
	Has a patient and calm manner, shows sensitivity and empathy and is non-judgmental	✓	
	Ability to work flexibly, hours of work may be between 8am until 8pm Monday to Friday with weekend and bank holiday working	✓	
	Good administrative skills and competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
A formal training qualification in counselling to at least degree level and to be an accredited of BACP or working towards a similar accreditation with BACP or a similar national organisation	✓		

Overview of Hull and East Yorkshire Mind

Founded in 1976, we are a well-established voluntary sector organisation with over 40 years of experience delivering services predominantly in the East Riding of Yorkshire and Hull, and more recently in North East Lincolnshire, with some training courses delivered nationally.

Our mission is to meet the needs of people with, or at risk of, poor mental health. In delivering our mission we create positive change in communities and individuals. For the individuals we work with these include improved mental health, increased independence, reduced need for primary and secondary care, a clearer sense of purpose with ambitions for the future, increased self-confidence and a stronger voice for people who are mentally ill that is heard.

We currently deliver a portfolio of services which include:

- Early intervention and prevention work (training, skills, resilience) with individuals, employers, communities and schools.
- Support services including housing, residential therapeutic communities, talking therapies, one to one support and peer support.
- Move on services such as employability, vocational support and independent living skills.

For those engaging with our recovery services we measure change through a three step process:

1. Changes in wellbeing over time through the use of an evidence based tool (WEMWBS or Recovery Star)
2. Agreeing with each person using our recovery services a clearly defined goal
3. At the end of their time with us we work with the individual to assess how successful we have been at helping them achieve that goal and the impact their changed wellbeing and achieved goal has had on their lives.

We benefit from high and increasing levels of public respect and recognition. One of our four strategic aims is to change opinions with a specific focus on influencing public policy, ensuring the voice of people using services is heard and general education and awareness is raised.

We have a flexible and motivated workforce of around 70 staff, with 100 active volunteers and a number of social work students on placement. We are governed by a strong Board of Trustees with a wide range of experience.

Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

The normal annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Friend's Life. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.