

Information Pack

Qualified Counsellor

Fixed-term until 31/03/2025

Applications close:
Monday 03 June 2024

To discuss the post informally,
please contact:

Kelly Riley or Robin Pillar on
01482 240 200

JOB DESCRIPTION

JOB TITLE: Qualified Counsellor

LOCATION: The post holder will be required to work at various sites and travel within the Hull and East Riding area.

PRIMARY SERVICE AREA: Client facing therapy delivered through a case load to adults

SALARY: £26,775 per annum for 37 hours per week

HOURS: 37 per week to be worked flexibly to meet the needs of our clients and the Charity which may include evenings, weekends or public holidays

REPORTS TO: Assistant Manager, Adult Therapies

BACKGROUND AND CONTEXT

Hull and East Yorkshire Mind is a well-established voluntary sector organisation working predominantly in Hull, the East Riding of Yorkshire and North East Lincolnshire. We deliver services to meet the needs of children, young people and adults who have, or are at risk of, mental health problems. We have a wide portfolio of services which include:

- Provide a comprehensive counselling service to adults which will be via face to face, telephone or video conferencing
- The delivery of housing related support including our own housing stock and managed properties
- Early intervention and prevention work
- Support services including talking therapies, one to one support and peer support
- The delivery of high quality training to raise mental health awareness in the community and business sectors.

JOB PURPOSE

To work in partnership with the East Riding Prevention of Domestic Abuse Service (PODAS) and East Riding Partnership (ERP) addiction services to provide high quality counselling for adults aged 18 years and above, who recognise and want to change their abusive behaviour. The role may include the requirement to attend project network meetings and on occasions deliver presentations to others on the progress of the project.

ROLE RESPONSIBILITIES

1. Always operate from an inclusive values base, which promotes clinical recovery, recognises, and respects diversity.
2. Accept referrals via agreed protocols and pathways.
3. Make decisions on suitability of all referrals, adhering to the service standard operating procedures, providing information and guidance to ensure appropriateness.
4. Assess and support clients via face-to-face, telephone or online with common mental health problems to enable self-management of their recovery.
5. Make an accurate assessment of risk to self and others using observation and engagement skills to make judgments.

6. Refer the people accessing counselling to other sources of help as appropriate.
7. To provide effective liaison/communication, with internal and external partners.
8. To accurately record documentation and records, including clinical activity, onto clinical databases and client records in line with service protocols and use these records and outcome data in clinical decision-making.
9. To communicate effectively using a range of methods, e.g. verbal, email, telephone including clinical notes.
10. To actively encourage feedback from clients through both formal and informal methods, e.g., exit interviews, surveys, focus groups and complaints procedure and make meaningful use of this feedback.
11. Adhere to agreed activity contract relating to the overall number of client contacts offered and their frequency.
12. To manage own caseload, identified and agreed in consultation with the Assistant Manager, Adult Therapies.
13. Attend regular (monthly) internal and external clinical supervision and case management.
14. Developing best practice and adhere to British Association for Counselling and Psychotherapy (BACP), Ethical Framework for the Counselling Professions for good practice.
15. Take responsibility for own Continuing Professional Development (CPD) as required by the BACP, or alternative professional body.

QUANTITATIVE ASPECTS OF THE ROLE

Example indicators used to assess performance in the role include:

- Number of clients seen daily/ weekly
- Clinical client recovery scoring
- Client experience feedback
- Supervisions, probationary review by Assistant Manager

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.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. Therefore, all staff are expected to work in a flexible way when the occasion arises, when tasks not specifically covered in their job description must be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work; they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Person Specification

Please try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

Job Title: Counsellor, Adult Therapies	Created: May 2024
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Area	Criteria	Essential	Desirable
Key knowledge	A good understanding of adult mental health issues, including how domestic abuse and addiction cycles impact upon a person's wellbeing.	✓	
	Understanding of anxiety and depression and how it may present in adults.	✓	
	Demonstrable knowledge of brief therapy techniques		✓
	Knowledge of a range of adult mental health services for the region		✓
	Knowledge of national mental health services including clinical, voluntary, community and statutory provision		✓
Key experience	Demonstrable experience of working within the identified service area/life experience of coping with mental health problems/or as an active carer	✓	
	Of working in a service where agreed targets are in place demonstrating clinical outcomes		✓
	Experience of working in adult care services, e.g., mental health or related service		✓
Key Competencies	A commitment to the values of Hull and East Yorkshire Mind.	✓	
	Can challenge unethical behaviour in a confident and appropriate way	✓	
	Able to plan and prioritise own workload and work as part of a team, to ensure an adult person's needs, and the project outcomes are met	✓	
	Evidence of effective verbal and written communication skills tailored to the needs of the audience	✓	
	Enthusiastic with a high degree of personal motivation and able to motivate others	✓	
	Ability to demonstrate ethical values and attitudes within a culture of equality and diversity	✓	
	Able to make sound decisions quickly when necessary	✓	
Additional requirements	Qualified at level 4 Diploma, Foundation Degree or higher in clinical counselling	✓	
	Registered/Accredited member of the BACP or alternative professional body for counsellors	✓	
	Ability to work flexibly to suit the needs of adult clients	✓	
	Possession of a full current driving license with use of a motor vehicle for work purposes and prepared to travel across the region	✓	
	At least 1 year post clinical qualification experience in therapeutic interventions		✓
	Enrolled on Disclosure and Barring Service (DBS) Update Service using an Enhanced DBS certificate with adult and child barred list checks		✓

Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of over 130 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination.

As an organisation, we pride ourselves on our values and beliefs:

WE BELIEVE:

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

WE VALUE:

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others being kind and through empathy nurturing belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered

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.

Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem

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. However, we reserve the right to deduct the cost of the disclosure if an employee leaves within 6 months.

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

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

Company sick pay comes into effect upon successful completion of probation. Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties, will receive full company sick pay for up to 6 weeks, followed by 2 weeks at half pay in a 12-month period.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. 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 join a Trade Union.