



## LionHeart Counsellor Part-Time

<b>Responsible to:</b>	Support Services Manager
<b>Location / Hours:</b>	Based in Birmingham, flexible working from home. Maximum two-year fixed term contract. 14 hours per week using the flexi system (0.4 FTE)
<b>Salary:</b>	£13,134 (FTE £32,836)

<b>The LionHeart values are:</b>	Compassion Flexibility Professionalism Integrity
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We expect staff to show due regard for these values when performing their duties and representing LionHeart and to bear these values in mind when making decisions at work.

### Job Purpose:

The main purpose of the role is to ensure that LionHeart maintains an excellent support service offer for RICS members and their families and dependents. The role is focused upon translating the aims and policy of the board of trustees as well as the Strategic and Business Plan into tangible help offered to individuals. It is also focused upon consideration of the needs of those we aim to support and the application of both financial and non-financial approaches that meet these needs. This role takes the lead on the provision of an in-house counselling service to individuals within the BACP/BABCP ethical framework

### Key Responsibilities:

#### 1. Provision of the LionHeart Counselling service to individuals

- To take referrals for counselling from LionHeart Support Services team members and to assess their applicability against the criteria.
- To take self-referrals for counselling from RICS members via the LionHeart website and Talking Therapy service.
- To ensure that Support Services officers are allocated to all in receipt of counselling.
- Provision of one-to-one counselling via the telephone and internet as well as face to face on occasion.
- To agree the nature, length, and scope of counselling sessions with clients.
- To review counselling progress throughout and to make changes to the provision to individuals as necessary.
- To adhere to the contracted number of client sessions offered to ensure the service remains accessible and waiting times are minimised.
- To independently manage risk and suicidal ideation by completing regular mental health risk assessments throughout the counselling process and where necessary formulating and implement risk management plans for individuals in line with risk management procedures.
- To communicate information appropriately with other professionals as necessary for ethical client care including psychiatrist, social workers, GP's and occupational health professionals.

- To signpost or refer potential clients to other counselling services/mental health professionals or GP's if more appropriate or outside the scope of the LionHeart counselling service criteria and guidelines.
- To work within the ethics and criteria as set by the BACP/BABCP and to keep up to date with such through training and reading.
- To keep up to date with current trends coming through referrals and ensure professional development is in line with referrals.
- To undertake regular supervision as recommended by BACP/BABCP.
- To carry out and report on evaluation of the service by individuals in receipt of counselling.

## **2. Service Development**

- To regularly review LionHeart's counselling policy, procedures, and practice and to make recommendations to the Support Services Manager for changes required.
- To keep up to date with current trends within counselling and to make recommendations for potential improvements to the Support Services Manager.
- To use information regarding RICS members in order to understand the needs of potential clients and to make recommendations for potential improvements to the Support Services Manager.

## **3. Contribute to the success of the Support Services Team**

- Provide content and testimonials for inclusion in the welfare focused areas of the website and other Public Relations materials.
- Contribute to the development of needs analysis recording and impact measurement through co-production (with admin team) of appropriate processes and paperwork and analysis of results – with a specific focus on the recording of counselling.
- To attend regular Support Services team meetings and to contribute to the decision making and discussions regarding people currently or potentially being supported by the team – with a specific focus on counselling and other therapy.
- To provide information to the Support Services Team and the wider LionHeart team about trends in therapy in order to develop new services and products.

## **4. Maintain and use data and database systems**

- Ensure all information is recorded, maintained and stored in line with data protection protocols.
- Input information into the CRM database and ensure all data is kept up to date.
- Develop and maintain new methodologies for information gathering and analysis that improve and capitalise on the benefits of the CRM system.
- Maintaining records via a secure database and adhering to practices as set out by the BACP.

## **5. General responsibilities**

- To be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the post.
- Maintain and improve competencies through continuous professional development.
- Abide by organisational policy, codes of conduct and practices.
- Support and promote diversity and equality of opportunity in the workplace.
- Treat with confidentiality any personal, private, or sensitive information about individual organisations, LionHeart clients, staff and volunteers.

From time to time you may be asked to include new areas of work in your role or provide cover for other responsibilities. These will be commensurate with your existing role.

EMPLOYEE SPECIFICATION

LionHeart Counsellor (Part-Time)

	<b>Assessed by application form</b>	<b>Assessed at interview</b>	<b>Assessed via test(s)</b>
<b>Qualifications</b>			
Educated to degree level or equivalent with evidence of continued professional development.	Yes	Certs asked for	
A qualification in counselling to minimum Diploma level and registered with BACP.	Yes	Certs asked for	
BACP/BABCP accredited or working towards accreditation within 12 months	Yes	Certs asked for	
Further professional development training as required by accrediting organisation or 30 hrs per annum.	Yes	Yes	
<b>Knowledge/Understanding</b>			
A demonstrable understanding of and commitment to equal opportunities and anti-discriminatory practice.	Yes	Yes	
Ability to maintain clear boundaries and confidential working practices.	Yes	Yes	
A thorough understanding of the current therapeutic landscape.	Yes	Yes	
A good understanding of all common mental health conditions and their suitability for remote counselling.			
<b>Experience</b>			
Demonstrable experience in providing counselling.	Yes	Yes	
Demonstrable experience providing telephone counselling.	Yes	Yes	
Experience of counselling via an online platform.	Yes	Yes	
Experience of working independently, managing own workload and demonstrating self motivation.	Yes	Yes	
<b>Skills</b>			
Ability to manage own caseload of counselling clients.	Yes	Yes	
Ability to assess client's suitability and formulate treatment plans.	Yes	Yes	Yes
Assess and manage any risk a client poses either to themselves or to others and make onward referrals as necessary.			
Excellent communication skills and in particular the ability to communicate	Yes	Yes	Yes

effectively via the telephone, online and face to face.			
IT literate including databases, social media, Microsoft Office packages.	Yes	Yes	
Accuracy and attention to detail in all written material.	Yes	Yes	Yes
Ability to interpret sensitive information and make objective decisions.	Yes	Yes	
Ability to deal sensitively with individuals and maintain confidentiality.	Yes	Yes	

**Other requirements:**

- Flexibility as some meetings or events will be outside of the flexi system hours of 7am – 7pm Monday to Friday.
- Demonstrate a commitment to and awareness of equal opportunity and promote equality and diversity in the workplace.