JOB DESCRIPTION

ISSUE DATE: September 2021

JOB TITLE: Counsellor/Therapist

PAY NJC Scale Point:
SCP 25 - £29,577 (pro-rata) – registered counsellor
SCP 26 - £30,351 (pro-rata) – accredited counsellor

HOURS: 30 - 37.5 hours worked in 5 shifts Monday - Sunday

RESPONSIBLE TO: Chief Executive Officer and Operations Manager & Contract Lead

SUPERVISED BY: Counselling Co-ordinator

ACCOUNTABLE TO: Chief Executive Officer and Board of Trustees

WORKING RELATIONSHIPS: Board of Trustees, CEO, Operations Manager and Contracts Lead, Hub and Counselling Co-ordinator, Support Workers, Counsellors, Therapists, ISVAs, Volunteers, EMCYPSAS Team.

MAIN PURPOSE: To provide face to face counselling and participate in the provision of the counselling service.

Major Tasks:	Role:
1. Job Purpose	• To establish and model good practice in the counselling of survivors of sexual violence (age 18+) • To ensure that the counselling provided is delivered to a high standard, in accordance with BACP's Ethical Framework for Good Practice and under appropriate clinical supervision; • To undertake Initial Clinical Assessments • To work with and under management supervision of the Hub and Counselling Co-ordinator in developing and maintaining a service which is safe, equitable, accessible and effective; • To contribute to the ongoing monitoring and evaluation of the counselling service, including accurate updating of database systems • To develop, network and maintain links with appropriate organisations both locally and nationally; • To work within the framework of the Centre's Equal Opportunities Policy • To undertake all other duties as reasonably requested by the Hub and Counselling Co-ordinator, Operations Manager and Contracts Lead and Chief Executive Officer
2. Counselling Service	• To deliver a high quality counselling service to survivors of sexual violence (aged 18+) which is safe, ethical and effective and supports key outcomes • Managing a caseload of clients and providing both time limited and longer term sessions as required;

	• To undertake rigorous clinical assessments and identify and action needs/risks and safeguarding matters appropriately and in a timely manner • To formulate, plan and monitor effective support plans with clients • Liaise effectively with key personnel and colleagues to contribute to the safe and productive day to day running of the counselling service • To develop effective relationships with a range of external organisations and agencies • Undertake all associated tasks in a timely manner and in accordance with organisational policies and procedures at all times • To attend all internal meetings as required • To adhere to NSVSS's Policies, Procedures and Protocols at all times and work in accordance with line management instructions • Ensure service delivery is consistent and reliable; • To monitor and evaluate client satisfaction with the service provided; assist in the production of statistical information monthly, quarterly and annually; • To keep accurate and confidential records of all client contacts in line with NSVSS's relevant Policies and GDPR legislation
3. Education and Outreach	• To work in outreach locations as directed in accordance with demand • To deliver external and internal training/talks if required • To promote education and discussion about sexual violence and its effects and from time to time assist with any campaigns/events as required; • To liaise with other local and national organisations as appropriate
4. General	• To liaise closely with the Hub and Counselling Co-ordinator regarding Policy decisions within the Centre and to keep the Hub and Counselling Co-ordinator informed of activities within the Centre; • To deal with general enquiries and calls (including drop ins) to the Centre; • To maintain high standards of customer care in context with NSVSS's Policies and Guidelines in order to uphold the Equal Opportunities Policy, Codes of Conduct, Customer Care Policy, Health and Safety standards and to participate in relevant training activities necessary to their post • To attend external training events/seminars/workshops by way of commitment to ongoing professional development
5. Personal Management	• To be fully aware of and work in accordance with all of NSVSS's Policies and Procedures • To ensure the accurate reporting and recording of accidents and incidents as required by NSVSS; • To participate in the appraisal and supervision process necessary within your role; • To attend in-house training as required; • To work effectively and respectfully as part of the team; • To undertake personal responsibility under the Health and Safety at Work Act 1974 • Maintain a healthy work/life balance, taking responsibility for scheduling time off and managing own workload and time pressures (see Self-Care Policy)

This job description is a broad outline only, allowing scope for initiative in improving services and general operation of NSVSS. This JD will be reviewed on a regular basis.

Health & Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

Equality & Diversity

It is the responsibility of all employees to support the NSVSS's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Nottingham Rape Crisis Centre Equal Opportunities Policy.

Sex Discrimination Act (Sections 7(2) b and 7(2) e

As the post predominately involves the management of female young people who have been sexually assaulted it is a genuine occupational qualification under the Sex Discrimination Act, sections 7(2) b and 7(2) e that the post holder may only be female.

Data Protection Act 1998

Under provision of the Act, it is the responsibility of each member of staff to ensure that all data, whether computerized or manual, is kept secure at all times. This includes data relating to clients and other members of staff. Data must not be disclosed to any unauthorized person and must be regarded as strictly confidential at all times. Failure to adhere to this instruction will be regarded as serious misconduct and could lead to dismissal.

Confidentiality

The jobholder will be in possession of personal details of staff and clients and other confidential information. This must not be discussed or divulged to any unauthorized person. Any such instance would result in dismissal.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the NSVSS but must be declared in writing at the appropriate stage during the recruitment process.

All of the above activities are governed by the operational policies, policies and procedures and standards of the NSVSS as well as legislation and professional standards and guidelines.

As a term of your employment with the NSVSS, you may be required to undertake such other duties commensurate with your grade and/or hours of work at your initial place of work or at any of the NSVSS's establishments, as may reasonably be required of you.

NOTE: This is a description of the job as it is presently constituted. It is the practice of the NSVSS to regularly examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by the CEO and the Board of Trustees. You will, therefore, be expected to participate fully in such discussions and, in connection with them, to assist in the re-writing of your job description to bring it up to date if this is considered necessary or desirable. It is NSVSS's aim to reach agreement on reasonable changes, but if agreement is not possible NSVSS reserves the right to insist on changes to your job description after consultation with you.