

## **JOB DESCRIPTION**

**ISSUE DATE:** November 2025

**JOB TITLE:** Counsellor/Therapist

**RESPONSIBLE TO:** Clinical Lead, Operations Manager & Contract Lead

**SUPERVISED BY:** Lead Therapist

**ACCOUNTABLE TO:** Chief Executive Officer and Board of Trustees

**WORKING RELATIONSHIPS:** Hub and Counselling Co-ordinator, Therapists, Support Workers, ISVAs, EMCYPSAS Team, Admin/Finance/HR Team, Operations Manager and Contracts Lead, CEO

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

<b>Major Tasks:</b>	<b>Role:</b>
<b>1. Job Purpose</b>	<ul style="list-style-type: none"><li>• 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.</li><li>• To undertake Initial Clinical Assessments.</li><li>• To work with and under management supervision of the Lead Therapist in maintaining a service which is safe, equitable, accessible and effective.</li><li>• To contribute to the ongoing monitoring and evaluation of the counselling service, including accurate updating of database systems</li><li>• To engage in multi-agency working through collaborative relationships with relevant organisations.</li><li>• To work within the framework of the Centre's Equal Opportunities Policy.</li><li>• To undertake all other duties as reasonably requested.</li></ul>
<b>2. Counselling Service</b>	<ul style="list-style-type: none"><li>• To deliver a high-quality counselling service to survivors of sexual violence (aged 18+) which is safe, ethical and effective and supports key outcomes</li><li>• Managing a caseload of clients and providing both time-limited and longer-term sessions as required;</li><li>• To undertake rigorous clinical assessments and identify and action needs/risks and safeguarding matters appropriately and in a timely manner</li><li>• To formulate, plan and monitor effective support plans with clients</li><li>• Liaise effectively with key personnel and colleagues to contribute to the safe and productive day to day running of the counselling service</li><li>• Undertake all associated tasks in a timely manner and in accordance with organisational policies and procedures at all times</li><li>• To attend all internal meetings as required</li><li>• To adhere to NSVSS's Policies, Procedures and Protocols at all times and work in accordance with line management instructions</li><li>• Ensure service delivery is consistent and reliable;</li><li>• To monitor and evaluate client satisfaction with the service provided; assist in the production of statistical information monthly, quarterly and annually;</li><li>• To keep accurate and confidential records of all client contacts in line with</li></ul>

	NSVSS's relevant Policies and GDPR legislation
<b>3. Education and Outreach</b>	<ul style="list-style-type: none"> <li>• To work in outreach locations as directed in accordance with demand</li> <li>• To promote education and discussion about sexual violence and its effects and from time to time assist with any campaigns/events as required;</li> </ul>
<b>4. General</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• To attend external training events/seminars/workshops by way of commitment to ongoing professional development.</li> </ul>
<b>5. Personal Management</b>	<ul style="list-style-type: none"> <li>• To be fully aware of and work in accordance with all of NSVSS's Policies and Procedures</li> <li>• To ensure the accurate reporting and recording of accidents and incidents as required by NSVSS;</li> <li>• To participate in the appraisal and supervision process necessary within your role;</li> <li>• To attend in-house training as required;</li> <li>• To work effectively and respectfully as part of the team;</li> <li>• To undertake personal responsibility under the Health and Safety at Work Act 1974</li> <li>• Maintain a healthy work/life balance, taking responsibility for scheduling time off and managing own workload and time pressures (see Self-Care Policy)</li> </ul>

This job description is a broad outline only, allowing scope for initiative in improving services and general operation of Notts SVS Services. 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, and Inclusion**

Notts SVSS are committed to providing a positive and inclusive environment for all colleagues, clients and stakeholders. All employees are responsible for supporting this by advancing equality of opportunity, embracing diversity, and eliminating discrimination and disadvantage in both service delivery and employment.

Employees are expected to actively contribute to these principles by:

- Supporting the implementation of the organisational Equality, Diversity, and Inclusion Policy and other related policies
- Attending in-house EDI training and events
- Managing, supporting, or complying with initiatives and practices that foster an equitable and inclusive workplace.

- Responding to EDI needs as they arise and feeding into the ongoing development of this work
- Demonstrating respect and understanding for the diverse needs of colleagues, clients, and stakeholders

## **Data Protection and Confidentiality**

As part of your role, you are required to comply with the Data Protection Act 2018. You must:

Ensure that all personal data, whether electronic or manual, is handled securely and in accordance with the organisation's data protection policy.

Treat personal data relating to clients, colleagues, or others as strictly confidential, accessing and processing it only when authorised and for legitimate purposes.

Prevent unauthorised access, disclosure, loss, or theft of personal data.

Failure to comply with these obligations may be considered serious misconduct and could result in disciplinary action, including 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 Notts SVS Services 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 Notts SVS Services as well as legislation and professional standards and guidelines.

As a term of your employment with Notts SVS Services, 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 Notts SVS Services' 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 Notts SVS Services 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. 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 Notts SVS Services' aim to reach agreement on reasonable changes, but if agreement is not possible Notts SVS Services reserves the right to insist on changes to your job description after consultation with you.

We Listen, We Believe, We Support  
Registered Charity No. 1103071 Company Limited by Guarantee No: 4823994