

Job Description

JOB TITLE	Bank Counsellor
REPORTS TO	Clinical Lead
HOURS	Various (0 Hour Commitment)
SALARY	£16-20 per hour
BASED FROM	Regional and National Locations

PURPOSE OF THE ROLE

To work as part of the Kaleidoscope Plus Group Counselling Team providing counselling or psychotherapeutic support in line with organisational need and individual skill sets. This service is working with age18 plus and within one of two settings regionally.

To contribute to the work of Kaleidoscope Plus Group Counselling service in the daily delivery of safe and confidential counselling services.

To implement the organisation's systems, policies and procedures for service delivery.

PRIMARY RESPONSIBILITIES

MAIN DUTIES	<p>Therapeutic Service Delivery</p> <ul style="list-style-type: none"> To assess the needs of clients and provide appropriate therapeutic interventions to meet these needs, primarily through one-to one counselling. To manage risk and safeguarding issues in accordance with appropriate legal and ethical requirements. To maintain records in accordance with recording procedures. To regularly attend clinical supervision in accordance with policy and procedures. To regularly meet with line manager and make them aware of any issues of concern or risk regarding your clients. To be mindful of the policy of confidentiality when undertaking all duties. To be willing and able to travel, and to maintain a flexible attitude that will facilitate the capacity to support colleagues
	<p>Service Quality & Development</p> <ul style="list-style-type: none"> Ensure BACP Ethical Framework for Good Practice in Counselling and Psychotherapy is adhered to. Promote quality assurance in the core values of KPG in all areas of work. Implement monitoring and evaluation systems and procedures to determine client / stakeholder satisfaction levels and service impacts in relation to health and wellbeing indicators.

	<p>This job description is not exhaustive and may be reviewed and altered in consultation with the post-holder in line with the changing needs of the service and requirements of The Kaleidoscope Plus Group funders. Post will be subject to Enhanced DBS, Police Vetting and satisfactory references.</p>
<p>GENERAL</p>	<ul style="list-style-type: none"> • Attend meetings and events as required by the nature of the role and as agreed by the organisation. • Undertake an active role in personal development through training and development as required and agreed by the line manager and which is foreseen as commensurate to carrying out the role and duties • Undertake any other duties and responsibilities as may reasonably be required within the scope of the post. • At all times, address internal and external enquiries in a professional manner ensuring courteously addressing internal and external customers, specifically showing sensitivity towards those who may have mental health issues and challenges. • At all times, maintain organisational, client and employee confidentiality and adhere to the General Data Protection Regulations and any subsequent legislation which supersedes said Act. • Undertaking all duties and acting at all times, in accordance with the organisation's Policies and Procedures, particularly in respect of Equality & Diversity, Confidentiality and Health & Safety.

CONDITIONS OF EMPLOYMENT

Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to relocate the post holder, dependent on the requirements of the organisation, at any time. All employees MUST abide by the Terms and Conditions as per the Staff Handbook and Equal Opportunities Policy document.

Holidays: 28 days per year, pro-rata

PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL	DESIRABLE
A relevant qualification and registered member of relevant professional body e.g. Diploma in Social Work – Dip. SW, Clinical Psychology, Registered Mental Nurse – RMN, Qualified Teacher Status – QTS) or equivalent (e.g. Diploma in Cognitive Behaviour Therapy, Diploma in Counselling Psychotherapy, or Systemic Family Therapy)	✓	
Professional Registration as a practitioner with BACP, IACP, UKCP or equivalent (equivalence to be determined by KPG)		✓
EXPERIENCE	ESSENTIAL	DESIRABLE
Minimum of 2 years post-qualification supervised clinical practice (accumulating to at least 200 hours post-qualifying supervised practice)	✓	
Experience with administrative systems including the use of relevant ICT packages	✓	
Experience in working with statutory and voluntary agencies	✓	
25 hours personal therapy	✓	
KNOWLEDGE / SKILLS	ESSENTIAL	DESIRABLE
Ability to maintain strict confidentiality and appropriate boundaries in all matters related to their work	✓	
Flexible attitude towards working hours to meet clients' needs and as demanded by requirements of the job	✓	
Committed to KPG's policy of equality of opportunity and respect for diversity.	✓	
Able and willing to work across KPG's Counselling projects as required in designated area	✓	
Knowledge of needs or mental health issues of the diverse population of Sandwell		✓

BEHAVIOURAL COMPETENCIES (ESSENTIAL)	
Self-awareness	Identifies and is aware of own values, principles and assumptions and is able to learn from experiences
Compassion	Understands and is sensitive to cultural and personal differences while interacting with others
Striving for Excellence	Focused on delivering the best possible service and consciously seeks out and implements improved ways of working
Proactivity	Sets high standards for oneself and others, guiding, motivating and developing to achieve high performance and meet the organisation's mission, objectives and statutory obligations
Building and Maintaining Relationships	Develops rapport and works effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals
Communicating and Influencing	Presents information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us

Responsible use of Resources	Takes personal responsibility for using and managing resources effectively, efficiently and sustainably
Grit and Resiliency	Is flexible and adapts positively, to sustain performance when the situation changes, workload increases, tensions rise and priorities shift.