



# Trauma Recovery CIC

SEXUAL, DOMESTIC & RELATIONAL TRAUMA



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## Counsellor application Pack

Thank you for your interest in joining our Counselling team. Before you apply for the role, you may find it helpful to read about Trauma Recovery CIC on our [website](#) and/or our [main brochure](#) as well as this document in full.

We are an equal opportunities, inclusive employer and value lived experience and diversity. If you have any questions prior to completing the application form or case study, please email [hello@trcic.co.uk](mailto:hello@trcic.co.uk) 'FAO Melissa re Counsellor role'.

**There are 3 parts to this document:**

1. A full job description
2. How to apply
3. Case study and actions to complete

# The application process

## Application steps

1. Read this document in full - it will help you to decide if this is the right role for you and give you the information you need about Trauma Recovery CIC to complete your application
2. Complete the application form (link at the end of the document)
3. Send the additional information that is requested at the end of the pack by email to: [operationslead@trcic.co.uk](mailto:operationslead@trcic.co.uk)

## What happens after we receive your completed application

1. Your form will be read by our Managing Director and Business Operations Lead.
2. If they believe that you may be the right person for the role, they will ask a member of our lived experience community to read your application (this is part of our co-production ethos). Your identifying details will not be shared with the lived experience community member, the information will be anonymised.
3. Assuming that the MD, BOL and LEC member are in agreement to proceed, you will be invited you to meet with our Managing Director, either our Business Operations Lead or our People Operations Director, and a Butterflies Ambassador in person.
4. We know that interviews can be stressful and so we will send you the questions we will ask you before your interview to help you to prepare (if there is anything you want to clarify you can do this too).
5. During your interview we will ask you the questions we sent you to help us understand you better and how you will fit in with the team and the service. It is important that you believe that you are a good fit for the team and we encourage you to ask us the questions you need answers to to help you make that decision.
6. After the interview we will contact you within 24 hours to let you know our decision.
7. If we invite you to join our team, and you decide to accept our invitation, we will talk with you about the next steps which will include an enhanced DBS check and references.

You may also find it helpful to read about Trauma Recovery CIC on our [website](#) and/or our [main brochure](#).

We are an equal opportunities, inclusive employer and value lived experience and diversity.

If you have any questions prior to completing the application form or case study, please email [hello@trcic.co.uk](mailto:hello@trcic.co.uk) 'FAO Melissa re Counsellor application'

# An overview of Trauma Recovery CIC

Trauma Recovery CIC is a female founded not-for-profit Community Interest Company dedicated to providing vital support services for victims and survivors of trauma. Founded in 2020, our mission is to build a safe, supportive, accessible, and sustainable service for the community.

Trauma Recovery CIC is an organisational member of the National Counselling and Psychotherapy Society and we integrate the NCPS ethical framework into our ethos. We have won awards for commitment to the community and innovative services including a Gold Award from the National Lived Experience Charter and accreditation by the disability confident scheme and we are a recognised 'Real Living Wage Employer'.

Ethical behaviour is integral to Trauma Recovery CIC, along with corporate governance and accountability to our partners and stakeholders.

Many of our team members have lived experience of trauma and as an organisation we strive to embrace and learn from the lived experience of others. In 2023 this was recognised nationally, when we were awarded Gold Status from the National Lived Experience Charter.

## Trauma Recovery CIC Values

**Honesty:** We work openly and honestly with our stakeholders - partners, clients and team members included. Honesty is necessary to build trust which is integral to Trauma Recovery CIC.

**Accountability:** All stakeholders are encouraged to be accountable for their choices, actions and behaviour. Being accountable for oneself reduces blame and increases transparency, allowing a culture of support and openness and fostering personal, professional and organisational growth.

**Respect:** Unconditional Positive Regard is at the heart of person-centred, individual support. Respect at Trauma Recovery CIC means that everyone is accepted for who they are and given space to be from a place of non-judgment.

**Giving back:** Many of those who work with Trauma Recovery CIC have had lived experience of trauma. We create and support an environment where lived experience is seen as positive thus reducing stigma and supporting lifelong recovery.

# Counselling at Trauma Recovery CIC

The Trauma Recovery Counselling service provide counselling that is:

- free to clients (funded from contract, grants and donations)
- self funded where clients fund their own therapy paying an agreed amount weekly

Time-limited trauma therapy following the Beyond Trauma therapy programme

- Funded for people who have experienced sexual violence
- Funded trauma therapy for people engaging with CGL Hertfordshire
- Self pay trauma therapy for adults who have experienced trauma

Open ended Counselling through our Crystal Clear Counselling service

- Self-pay at the full rate with qualified Counsellors
- Self-pay at a reduced rate with qualified Counsellors (spaces are limited)
- Self-pay at an agreed rate with Counsellors in Training

The Counselling service works in conjunction with Butterflies Lived Experience Community which provides open ended peer based support for people living in Hertfordshire who have experienced sexual, domestic and/or relational trauma. More information about Butterflies can be found on our website and in our brochure [HERE](#)

# The Counselling Team

All Counsellors are supported through case and clinical supervision, mentoring, in house CPD and external training sessions. The team work closely together to provide peer support and 121's with our Managing Director who is an experienced Psychotherapist are also offered.

We actively encourage people with lived experience of sexual, domestic and/or relational trauma to join our team and recognise that at times team members with this lived experience may benefit from additional support. This is provided in a variety of ways both through the team and individually in a manner that meets the team members needs.

## Volunteer Counsellors in Training

CiT's are in the final year of the counselling training and join us for their 12 month placement. Through this time they work with up to 4 clients per week, are invited to attend team meetings and CPD sessions.

CiT's provide open ended (limited only by the length of their placement) general counselling within their realm of expertise.

## Level 1 Counsellor

Level 1 Counsellors are interns, generally newly qualified or those who want to train in working with trauma. An internship with Trauma Recovery CIC lasts 6-12 months and at the end of this time, L1 Counsellors may move on or apply for a L2 position.

L1 Counsellors provide general counselling and work towards offering the Beyond Trauma therapy programme.

## Level 2 Counsellor

Level 2 Counsellors have experience of client work and working with trauma. They have a mixed case load, primarily working on our funded projects using the Beyond Trauma therapy programme alongside longer term self funded Crystal Clear Counselling clients.

L2 Counsellors play a role in supporting CiT's and L1 Counsellors.

## Level 3 Counsellor

Level 3 Counsellors have a minimum of 3 years post qualifying experience and additional training and experience in working with sexual, domestic and relational trauma.

They have a mixed case load working both short and long term and in addition to client work support and member other team members.

# An overview of the Counsellor role

## The purpose of a Counsellor at Trauma Recovery CIC

- To provide trauma-informed, accessible therapy for clients
- When it is within the Counsellors expertise to do so, to provide trauma-focused therapy following the Beyond Trauma therapy programme
- To work as a team, supporting each other and the aims of the organisation

Location	Shift Pattern	Salary
<p>Counsellors are based at head office in Welwyn Garden City and will spend at least 1 day per week here.</p> <p>They also provide remote therapy sessions from home and where required may work from hubs around Hertfordshire (location will be agreed in advance)</p>	<p>Working hours will depend on the days you are contracted to work.</p> <p>Counselling shifts are:            Monday: 10am-5pm            Tuesday: 9.30am-1pm (non client day)            Wednesday: 10:30am-5.30pm            Thursday: 1pm-8pm            Friday: 9am-4pm</p> <p>Level 3 Counsellors who work over 29.5 hours will agree hours in addition to the above within our hours of operation.</p>	<p>Level 1 Counsellor            FTE £27,436.50 - £30,985.50</p> <p>Level 2 Counsellor:            FTE £32,565 - £36,192</p> <p>Level 3 Counsellor:            FTE £36,913.50 - £38,610</p>

### Additional Information

- In addition to working at head office and from home, you may be required to work from in locations across Hertfordshire and so you must be able to travel to different locations.
- There will be rare occasions when events necessarily take place outside of your usual working hours and so we ask that you are able to have some flexibility of working hours to attend events. As much notice as possible will be given.
- All Trauma Recovery CIC team members are required to hold an Enhanced DBS with registration to the live checking service.
- We ask that all team members are given 2 satisfactory references

# Level 1 Counsellor role

Level 1 Counsellors are generally newly qualified Counsellors who are seeking to develop their expertise. Level 1 Counsellors have completed a minimum level 4 Counselling qualification that included a placement requirement of at least 100 client hours

Level 1 Counsellors:

- Provide longer term Counselling working with self-funded clients.
- Develop their skills and knowledge in working with clients who have experienced trauma, working towards providing time-limited phase one trauma therapy using the Beyond Trauma therapy programme.
- Support Counsellors in Training.
- Take responsibility for completing client notes and admin and self auditing to ensure clarity, consistency and accuracy.
- Work as part of a collaborative team to support their individual development and that of the team and organisation.
- Engage with group case and clinical supervision.
- Provide up to 4 clients per shift.

## Progression

Level 1 Counsellors may choose to complete their internship with Trauma Recovery CIC and move on, or explore opportunities to progress to Level 2.

## Our ideal candidate

Our ideal candidate is someone who has completed their level 4 training and has an interest in gaining experience of working within a trauma informed organisation.

They will be registered with a PSA approved accrediting body such as NCPS, UKCP, BACP.

They will have a desire to work as part of a small team for a non-profit organisation; to support team members and the development of the service.

We value lived experience and it is desirable that our ideal candidate has their own lived experience relevant to the focus of the role.

## Level 2 Counsellor role

Level 2 Counsellors are expected to have a minimum of a level 4 Counselling qualification that included a placement requirement of at least 100 client hours, and minimum 1 year post qualifying experience.

Level 2 Counsellors:

- Complete initial appointments with clients.
- Provide up to 5 client sessions per shift.
- Provide time-limited phase one trauma therapy using the Beyond Trauma therapy programme.
- Provide longer term Counselling working with self-funded clients.
- Support Level 1 Counsellors.
- Take responsibility for completing client notes and admin and self auditing to ensure clarity, consistency and accuracy.
- Work as part of a collaborative team to support their individual development and that of the team and organisation.
- Engage with group case and clinical supervision.

### Progression

Level 2 Counsellors will develop their skills and expertise within the role, expanding their responsibilities to mentor Counsellors in Training, participate in projects and develop new counselling offerings. Those who wish to progress to Level 3 will be supported to work towards this.

### Our ideal candidate

Our ideal candidate is someone with at least one year post level 4 qualifying experience, experience of working with trauma and the desire to further their knowledge in this area. They will have an understanding of the tri-phase model of trauma recovery. They will be registered with a PSA approved accrediting body such as NCPS, UKCP, BACP.

They will have a desire to work as part of a small team for a non-profit organisation; to support team members and the development of the service.

They will have knowledge of the links between trauma and addiction. They will have the desire to work in a time-limited way with clients using the Beyond Trauma therapy programme to support them to feel safer and emotionally more stable.

We value lived experience and it is desirable that our ideal candidate has their own lived experience relevant to the focus of the role.

## Level 3 Counsellor role

Level 3 Counsellors are expected to have additional qualifications in working with trauma, and it is desirable that they have experience of leadership and mentoring.

Level 3 Counsellors:

- Complete initial appointments with clients.
- Provide up to 5 client sessions per shift.
- Provide time-limited phase one trauma therapy using the Beyond Trauma therapy programme.
- Provide longer term trauma therapy working with self-funded clients (within their realm of expertise).
- Provide longer term Counselling working with self-funded clients.
- Mentor and support Counsellors in Training, Level 1 and 2 Counsellors.
- Provide safeguarding support and take on DSL responsibility when required.
- Complete audits using our client management system alongside the Business Operations Lead.
- Provide reporting data to the Business Operations Lead and work with them to complete reports for funders and funding/grant applications.
- Work as part of a collaborative team to support their individual development and that of the team and organisation.
- Engage with group case and clinical supervision.

### Progression

The Level 3 Counsellor is the highest position at present in the Counselling Team

### Our ideal candidate

Our ideal candidate is someone who has at least 3 years post level 4 counselling qualifying experience that includes working with people who have experienced sexual, domestic and/or relational trauma. They will have an additional qualification in working therapeutically with trauma, and a good understanding of the tri-phase model of trauma recovery.

They will be registered with a PSA approved accrediting body such as NCPS, UKCP, BACP.

In addition to their counselling qualifications and experience, they will have a drive and desire to work as part of a small team for a non-profit organisation, to support and mentor other team members and to develop new projects and services.

They will have experience of auditing and reporting to support the development of the organisation.

We value lived experience and it is desirable that our ideal candidate has their own lived experience relevant to the focus of the role.

# Responsibilities and tasks for each level

Tasks	Level 1	Level 2	Level 3
Provide time limited trauma focused therapy using the Beyond Trauma therapy programme	No	Yes	Yes
Provide open ended trauma focused therapy	No	Yes	Yes
Provide open ended trauma informed therapy	Yes	Yes	Yes
Participate in team group reflection sessions and meetings	Yes	Yes	Yes
Lead team reflection sessions	No	No	Yes
Safeguarding and risk assessment responsibility	Yes	Yes	Yes
Designated Safeguarding Lead responsibility	No	No	Yes
Attend events (possibly outside of usual working hours) to promote the service)	Yes	Yes	Yes
Maintain adequate records of clinical work	Yes	Yes	Yes
Work within the ethical guidance of the National Counselling and Psychotherapy Society (NCPS)	Yes	Yes	Yes
Work within agreed boundaries, maintaining Trauma Recovery CIC values	Yes	Yes	Yes
Commit to and work from a trauma informed perspective, adhering to anti-discriminatory practice	Yes	Yes	Yes
Attend and commit to Trauma Recovery CIC's professional development programme (including CPD, team meetings and 121 sessions with Team Leader)	Yes	Yes	Yes
Complete initial appointments with potential clients	No	Yes	Yes
Have a clear awareness of and comply with TRCIC's policies, procedures and service standards	No	No	Yes
Participate in recruitment of new team members	Yes	Yes	Yes
Work collaboratively with team members	Yes	Yes	Yes
Work with colleagues to ensure that project objectives are fulfilled	Yes	Yes	Yes

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## Responsibilities and tasks for each level (continued)

Tasks	Level 1	Level 2	Level 3
Encourage and motivate people to take an active role in their own recovery	Yes	Yes	Yes
Take responsibility for providing data for reporting to the Business Operations Lead	No	No	Yes
Attend and actively engage in regular clinical supervision, case management, CPD and team meetings to support your own development	Yes	Yes	Yes
Report any areas of concern to the Leadership team, in line with service policies, procedures and guidelines	Yes	Yes	Yes
Take responsibility for auditing team admin	No	No	Yes
Work with Trauma Recovery CIC leadership team to identify blocks to the service and take action to problem solve	No	Yes	Yes
Complete all required admin (including completing notes, updating client records, sending updates and notifications to participants)	No	No	Yes
Work with team members to manage the waitlist for services	No	Yes	Yes
Ensure your emotional wellbeing is protected, being mindful of the impact of the work on your recovery journey, demonstrating reflective practice and utilise support as required	No	No	Yes
Maintain up to date knowledge of legislation, national and local policies and issues in relation to relevant areas	Yes	Yes	Yes
Use your own lived experience of sexual, domestic and/or relational trauma and your recovery journey appropriately to support clients	Yes	No	Yes
Work within the ethos, vision and values of the organisation and in line with the organisation's policies and procedures	Yes	No	Yes
Follow the protocols and guidelines for safe and effective working	Yes	Yes	Yes
Take full responsibility for understanding and applying professional boundaries	Yes	Yes	Yes
Understand the NCPS code of ethics and adhere to this (this will be provided during your induction)	Yes	No	Yes
Commit to attending mandatory training, even outside of working hours (TOIL provided where necessary) and complete training and qualifications identified for the role in line with organisational need, Development and Training policies and procedures	Yes	No	Yes
Any other reasonable tasks requested by Trauma Recovery CIC that are within your realm of professional expertise	Yes	Yes	Yes

# Skills, Qualifications and Experience for each role

Skills, qualifications, experience	Essential, Desired, Not Required		
	Level 1	Level 2	Level 3
Lived experience of sexual, domestic or relational trauma	D	D	D
Excellent Communication Skills	E	E	E
Good IT skills including using online communication systems (email, MS Teams, Zoom) and a CRM system	E	E	E
A clear enhanced DBS check registered with the live checking service, plus references	E	E	E
Safeguarding Qualification Level 2	D	D	E
Relevant qualification in counselling or psychotherapy at a minimum level 4 (e.g., diploma or degree)	E	E	E
Full membership (not student) with a PSA approved regulating body, for example NCPS, UKCP, BACP	E	E	E
Experience of providing in person Counselling sessions	E	E	E
Experience of offering online Counselling sessions	E	E	E
Experience of facilitating and co-facilitating groups	NR	E	E
Experience of mentoring others	NR	D	E
Good understanding of the impact of trauma and support services	NR	D	E
Ability to guide others in taking responsibility for their own recovery	NR	E	E
A commitment to deepening your knowledge and expertise around working with all victims of trauma regardless of gender and background	NR	E	E
Ability to be non-judgmental, demonstrate empathy, compassion and patience	NR	E	E

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## Skills, Qualifications and Experience for each role (continued)

Skills, qualifications, experience	Essential, Desired, Not Required		
	Level 1	Level 2	Level 3
An understanding of emotional and practical issues which may arise in relation to trauma	E	E	E
Ability to engage effectively in supervision and to be able to raise concerns or personal difficulties which may affect the work being undertaken	E	E	E
A proven ability to develop healthy professional relationships	E	E	E
Ability to work co-operatively as part of a multidisciplinary team	E	E	E
Ability to travel to different locations in Hertfordshire to deliver services	D	E	E
450 hours live Counselling training with an organisation recognised and course accredited by, NCPS BACP, UKCP	NR	D	E
Minimum 1 year in practice since qualifying (3 years of consistently working as a Counsellor)	NR	E	E
Minimum 3 years in practice since qualifying (3 years of consistently working as a Counsellor)	NR	NR	E
Recognised and certified Trauma Training	NR	D	E
Commitment to CPD and deepening trauma knowledge	E	E	E
Experience working with adult clients, including those who have experienced trauma, domestic/sexual violence and/or addiction	D	E	E
Strong communication skills with the ability to connect with diverse clients	E	E	E
Previous Leadership experience	NR	NR	D
Qualification in Clinical Supervision	NR	NR	D
Designated Safeguarding Lead certification and experience	NR	NR	D

### Step 1: Complete the application form

The application form can be found [HERE](#) once you start, you cannot save and return.

### Step 2: The case study for those applying for Level 2 and Level 3 roles

Read the case study and the questions we would like you to consider.

Record yourself answering the questions (no more than 10 minutes long)

Send the recording via WeTransfer to: [operationslead@trcic.co.uk](mailto:operationslead@trcic.co.uk) with the subject 'case study recording and your name' within 24 hours of completing your application form.

\*Please note the case study includes information about a fictional client relevant to the work at Trauma Recovery CIC, it contains information about sexual and domestic violence and abuse.

### Step 3: Additional information to send

Send your counselling and other relevant qualification certificates via email to : [operationslead@trcic.co.uk](mailto:operationslead@trcic.co.uk) with the subject 'additional info and your name' within 24 hours of completing your application form

# Case Study

Molly is 38 years old.

She was raped 13 months ago by her now ex-partner who she had been in a relationship with for around 10 months prior to him raping her.

Molly reported the assault to the police; however, the CPS told her of their decision 2 weeks ago that the case will not be taken to court and therefore a no further action (NFA) decision has been taken by the Crown Prosecution Service (CPS).

Molly contacted Trauma Recovery CIC and self-referred to the trauma focused Helix programme which offers her 12 sessions of trauma focused therapy. So far, she has attended 8 sessions of the 12-session programme meaning that she has 4 remaining sessions.

Molly has not disclosed any underlying mental or physical health diagnosis.

Molly lives with her daughter who is 17 and her son who is 12.

The perpetrator is not their father.

The children have contact with their father sporadically.

Molly has described her relationship with the children's father as 'fraught'.

Molly has support from her mum, older sister and 2 close friends.

Molly works in a care home caring for elderly people with dementia.

Molly has support from the ISVA team and has attended the local women's centre for support previously when her relationship with her children's father ended.

In the IA Molly's GAD 7 was 8/21, PHQ 9 was 7/27 and IES-R was 59/88

In the review at session 6, the GAD-7 and PHQ-9 remained the same and the IES-R had reduced to 51

# Case Study

## Current situation

Today session 8 has been completed and so Molly has 4 funded sessions remaining.

Molly was distressed in the session and found it difficult to self-regulate. Although completion of the GAD-7 and PHQ-9 was not planned for today's session, they were completed due to Molly's distress as a tool. The GAD-7 was 19 and the PHQ-9 was 21.

Molly shared that since the police told her the NFA decision, she has been worried that as the bail conditions have been dropped, her ex-partner will try to contact her. She is feeling unsafe and is finding it difficult to sleep.

Molly described what sounds like flashback nightmares,

When completing the outcome measures, Molly shared that often she has thoughts that she has let her family down and sometimes has thoughts that she and her children would be better off if she was not here anymore.

Molly is worried that she was doing well in her recovery initially, but the NFA decision has set her back.

Molly mentioned that she has not heard from her ISVA since the CPS NFA decision and is feeling unsupported. She is also aware that ISVA support will end soon due to NFA and is concerned about having no support as her counselling is also due to end in 4 weeks. She is aware that there is no further funding for counselling.

# Questions for you to answer

1. What are the key points that Molly has shared?
2. How would you explain Molly's reaction to the NFA decision in terms of trauma responses to **Molly**? (please note, what we are looking for is how you explain this to a client, not a professional)
3. What do the GAD-7, PHQ-9 and IES-R tell us?
4. What safeguarding concerns, if any, do you have?
5. What steps would you take during the sessions?
6. What steps would you take following the session?
7. What do you notice about your own processes here and what would you take to supervision?



## What to do if you have questions before applying?

We have shared a lot of information with you, both here and through our website and brochures. It is both important that you are the right person for our team, and we are the right organisation for you. With this in mind, we know that you might have questions that need answering before you take the time to complete the application.

### Questions we often get asked



**Is there any way I can work different shifts?** No - the whole team work the same shifts to enable us to run groups effectively and to support one another

**Where will I be based?** Our head office is in Welwyn Garden City and this is your base. You will work from here on Tuesdays with the rest of the team. On other days, you may be working remotely from home, or from a satellite hub within Hertfordshire.

**Can I see the interview questions before my interview to make sure I can be the best possible me on the day?** YES - absolutely. We will send you out the interview questions when we confirm your interview. We may ask you a few additional questions on the day if it helps us to better understand you. And of course,

**Will I be able to ask you questions in my interview to help me decide if its the right role for me?** YES absolutely, we encourage you to ask any questions you need to - you need to make sure its the right role, team and organisations and that our values are in sync

**I have something else I would like to check out before applying, how can I do this?** Email [OperationsLead@trcic.co.uk](mailto:OperationsLead@trcic.co.uk) Subject: Questions about applying for Counsellor role