

# Renal Counsellor (Online & Telephone Service)



**Job title:** Renal Counsellor (Online & Telephone Service)

**Reporting to:** Lead Counsellor

**Location:** Alton, Hampshire (to be office-based a minimum of one day per week)

**Hours:** Part-time. 21 hours per week (average of 12 to 15 clinic hours). Permanent.

**Salary:** £28,000 to £37,000 per annum FTE (£16,800 - £22,500 pa pro rata for 21 hpw)

**Ensuring no one faces kidney disease alone**



## About Kidney Care UK

Around 7 million people in the UK live with chronic kidney disease. 1 million of these people don't know that they do.

Over 68,000 are treated for end-stage kidney failure, relying on dialysis or a transplant to keep them alive.

Treatments are gruelling and relentless and impact patients' ability to work, maintain social interaction and live the lives they choose.

For over 45 years, Kidney Care UK has been at the forefront of supporting people with kidney disease. From our early days when we campaigned to introduce donor cards in the UK, we have worked hard to support and represent the interests of everyone affected by kidney disease.

**Over 68,000**

people in the UK are being treated for kidney failure



In the UK, over **7 million people** have chronic kidney disease (CKD)



around

**30,000**

are on dialysis in the UK right now



## Safeguarding

Kidney Care UK is committed to safeguarding and promoting the welfare of children, young people and Adults at Risk and expect all staff and volunteers to actively support this commitment. A DBS check may be required for this role.

## Role summary and purpose

**Job title:** Renal Counsellor (Online & Telephone Service)

**Reporting to:** Lead Counsellor

**Salary:** £28,000 to £37,000 per annum FTE (£16,800 - £22,500 pa pro rata for 21 hpw)

**Hours:** Permanent, part-time (35 hours per week with average of 12 to 15 clinic hours)

**Location:** Alton, Hampshire (office-based, minimum 1 day per week)

This is a time of continuing and exciting development at Kidney Care UK, the leading kidney patient support charity nationwide. Our charity provides emotional, practical and financial support to kidney patients and their families, in addition to consistently undertaking to improve kidney health and care services across the UK.

The counselling service is currently seeking an integrative counsellor to welcome to their friendly and supportive team. Our counsellors are dedicated to understanding and empowering kidney patients/family members/carers whose daily lives are impacted through living with chronic kidney disease (CKD).

If you feel this is an area that you would be keen to work in, and are successful in your application, you will receive the necessary in-house training to understand and work effectively with the impact of this disease.

**All essential requirements must be met for applications to be considered** and can be found listed within the personal specification. However, candidates will not be considered if they do not have the following:

- Current BACP Membership.
- Competent integrative counselling.
- A minimum of 3 years' post qualification client experience.
- Excellent oral, written and I.T. skills.
- Regular supervision with a qualified supervisor.

The Counselling Service is based within Kidney Care UK Patient Services and works collaboratively with the Patient Grants Team (offering patient information, advice, and hardship grants) and the Patient Support Advocacy Service (offering practical help and advice to anyone affected by kidney disease).

As a Nationwide Counselling Service, we do not offer face-to-face client sessions. All our client engagement is remote, either through Microsoft Teams, Zoom, WhatsApp or Telephone in line with client needs.

Please note that evidence of the right to work in the UK will be required for this role.

## Key responsibilities

- On joining the Charity, you will be required to undertake in-house training to support your learning and understanding of working with chronic kidney disease (CKD) as a counsellor.
- As part of Kidney Care UK's counselling team, you will be expected to provide online/ telephone counselling support to adult patients and families/carers from across the UK whose lives are affected through living with chronic kidney disease (CKD).
- As a renal counsellor you will use our 6-week counselling model to provide psychological interventions to support clients who present with a wide range of common mental health and emotional difficulties including: Depression, Anxiety, Grief, Loss, Trauma and Relational difficulties.
- This role includes signposting clients to information and advice sources that meet their needs on wider financial, social and medical basis. This may be within the integrated kidney patient support service provided by Kidney Care UK, which includes a national field advocacy service, a patient hardship & holiday grants function and patient information/ advice resources.

### Working practice:

- To provide psychological assessment and ongoing counselling intervention for adult clients, who present with mild to moderate mental health problems or acute life crises that can be addressed by short term counselling.
- To enable individuals referred with emotional difficulties to cope more effectively, with the aim of preventing deterioration in their well-being.
- To enhance patient's ability to participate more effectively with their renal team, through skills coaching.
- The post holder may be required to provide assessment of clients presenting with multiple and complex issues and make recommendations for referral on where psychological difficulties are more complex issues and require specialist services.

### Clinical:

- Accept referrals via agreed protocols within the service.
- Assess clients for suitability for treatment.
- Make decisions on suitability of new referrals, adhering to the department's referral protocols, and discuss with line manager any clients where the service may be unable to meet needs required with due regard for assessment and management of risk.
- Make professional judgements to ensure the delivery of appropriate counselling interventions to meet the client's needs.
- Provide an easily accessible, confidential and ethical assessment and counselling service.
- Enable individuals referred with emotional difficulties to cope more effectively, with the aim

of preventing deterioration in their wellbeing.

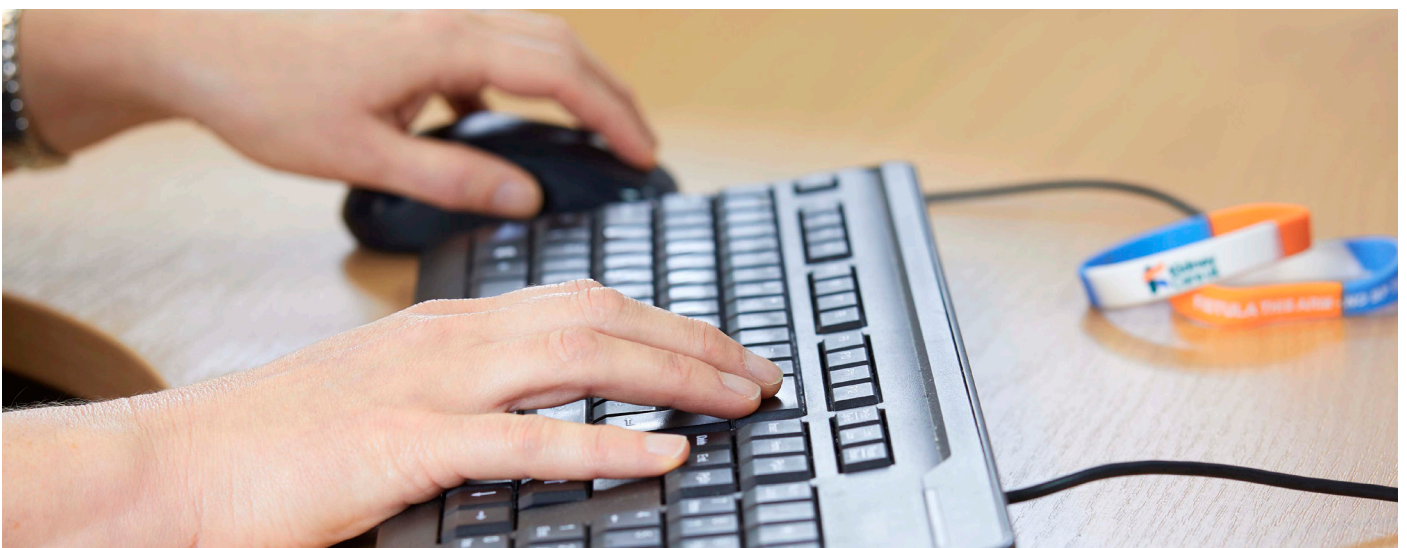
- Practice clinically effective counselling within a time-limited counselling framework to effectively manage the emotional, intellectual and administrative demands of a high client turnover resulting from a 'short term' counselling service.
- Ensure risks identified around adult and child safeguarding are reported and followed through as per Kidney Care UK policy.
- Adhere to an agreed caseload management target relating to the number of client contacts offered, and clinical sessions carried out per week in order to minimise waiting times and ensure treatment delivery remains accessible and convenient.
- Complete all requirements relating to data collection within the service within 24 hours of seeing the patient, including the use of routine outcome measures.
- Keep coherent records of all clinical activity in line with service protocols and adhering to data protection and client confidentiality standards, and in line with BACP guidelines.

### **Education and development:**

- Maintain ongoing, professional CPD in line with BACP or equivalent requirements, by attending in-house and external training.
- Maintain an up-to-date awareness and working knowledge of relevant mental health publications and guidelines.
- Maintain an active involvement with current developments in counselling.
- Review performance and development needs annually through the appraisal system with manager.

**This list of duties and responsibilities is not intended to be exhaustive.**

**The successful applicant will be expected to adopt additional tasks when required, these tasks will be in keeping with the general profile of the role.**



## Person specification

Competencies: knowledge, skills and experience	Essential	Desirable
Diploma/degree level in Integrative Counselling / Psychotherapy.	✓	
Current BACP Membership and understanding of working within the BACP professional framework for ethical practice.	✓	
At least three years' post-qualification client practice.	✓	
Excellent oral, written and I.T. skills with a comprehensive working knowledge of Microsoft Word and Outlook.	✓	
Experience of delivering counselling via the online and telephone.	✓	
Good organisational skills, ability to prioritise and manage a case load of clients.	✓	
Skilled at developing good therapeutic relationships with clients.	✓	
Ability to work independently and as part of a team both collaboratively and flexibly.	✓	
Professionally accountable for all aspects of work according to professional code of conduct.	✓	
Evidence of continuing professional development.	✓	
Empathy with our patient group and the Charity's values.	✓	
BACP Accredited or working towards		✓
Previous experience in a medical setting dealing with chronic, long-term or life limiting health conditions.		✓
Specialised post-graduate training in areas such as: EDI, Young People, Trauma/ PTSD, Group Facilitation, Neurodivergence etc.		✓

## How to apply

To apply, please send your CV and a cover letter to Jackie Pilcher at: [jackie.pilcher@kidneycareuk.org](mailto:jackie.pilcher@kidneycareuk.org). Candidates of interest may then be contacted to complete a further Job Application form.

We may need to use your personal data to process your application with us. To find out more about how we process information, visit our privacy policy: [www.kidneycareuk.org/privacy-policy](http://www.kidneycareuk.org/privacy-policy)

# Employment benefits

## ✓ Pension

- Employer contributes 8% with minimum employee contribution of 2%

## ✓ Flexible working

## ✓ Retail discounts

## ✓ Generous annual leave

- 25 days annual leave (pro-rata for part time), plus Bank Holidays and three days between Christmas and New Year

## ✓ Cycle2Work Scheme

## ✓ Employee Assistance Programme

- Financial and debt advice service
- Access to range of online resources, podcasts, and advice
- 24/7 access to free, qualified counsellors (and up to eight face-to-face sessions per year)

## ✓ Health Cash Plan

- Claiming back towards the cost of routine medical and health treatments
- Discounted health club/gym membership for participating gyms
- Access to Virtual GP and prescription service, digital physiotherapy, as well as a health and stress helpline

## ✓ Family leave

- Enhanced Maternity, Paternity and Adoption Pay

