

Job Details

Job Title:	Counsellor
Hours:	14 – 21 hours per week.
Salary:	£28,000 (FTE) <i>per annum</i>
Location:	Swindon (SN1)
Reports to:	Deputy/Service Manager

Job Purpose

Join a team with a bold mission – at Swindon & Gloucestershire Mind, we are dedicated to reshaping the landscape of mental health and emotional wellbeing in our community.

Our Self Harmony Counselling Service supports individuals who are engaging in self-injury/self-harming behaviours and are seeking to reduce or stop these behaviours through one-to-one counselling. The service also offers generalised counselling for people who are experiencing mild to moderate mental health difficulties or concerns.

In addition to counselling, you will support clients aged 16+ through assessments, risk evaluations, and collaborative working with other professionals. You will also contribute to training workshops aimed at improving understanding of self-harm and its management.

What You'll Do:

- **Innovation and Empowerment:** Channel your passion into providing evidence-based interventions, elevating the mental health and emotional well-being of the people we serve, while opening doors to life's possibilities.
- **Effective Partnerships:** Ensure effective and appropriate communication with all individuals, staff, community agencies and partner organisations.

Why Join Us:

- **Impact Matters:** Join a team where your work directly transforms lives and contributes to a healthier community.
- **Personal Growth:** We offer professional development opportunities that will enrich your career and help shape the future of mental health services in Swindon.
- **Collaborative Culture:** Work alongside like-minded individuals who share your passion for making a meaningful impact.

Key Responsibilities

1. Deliver Person-Centred Support

- To manage a caseload of clients, offering sessions in line with the counselling service procedures and policies.
- To provide counselling in line with the service specification.
- To ensure counselling is being delivered in line with BACP guidelines or other ethical frameworks.
- To have a good understanding of how to support younger clients due to the service working with people aged 16+.
- To screen all referrals including self-referrals and professional referrals and assess need/risk.
- To undertake assessments and report back to the counselling lead for allocation.
- To work closely with practitioners and informing them of when a client is due to exit and if additional support is required.
- To ensure agreed service standards are upheld and monitored using internal evaluations, user feedback, audits etc.

2. Effective Collaboration with External Agencies and Organisations

- To work closely with other staff within S&G Mind, including communicating any updates/concerns to practitioners involved with the person as well as internal MDT meetings.
- To liaise with professionals about Swindon wellbeing services, including attending multidisciplinary meetings
- Attending meetings on behalf of the Swindon Manager when required.
- To signpost and support the person accessing the service to appropriate additional support services, resources and up to date information either internally or to external appropriate agencies.

3. KPI's and Data Excellence

- To monitor and prepare stats and requested outcomes as needed
- To maintain and manage own client record systems.
- To monitor data including amount of sessions provided within the service and time of access
- To utilise S&G Mind systems to capture, track and monitor performance.
- To ensure client outcomes are effectively monitored and evaluated, and inputted for quarterly reporting.
- To produce case study reports.
- To write up notes from sessions and record information in line with S&G Mind policies and procedures.

The role will also include supporting other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed.

General Responsibilities

The following are applicable to all employees and posts:

- 1. Guardian of Confidentiality:** Safeguard the privacy and trust of individuals by maintaining meticulous, accurate records and adhering to data protection procedures.
 - 2. Collaborative Data Excellence:** Work harmoniously with colleagues to ensure that our internal systems run smoothly, from record-keeping to GDPR compliance, enabling us to operate seamlessly and securely.
 - 3. Data Mastery and Reporting:** Fulfil general administrative duties, skilfully collecting, monitoring, and reporting data outcomes. Ensure our ICT systems and data recording practices align with the organisation's policies and procedures.
 - 4. Safe and Sound:** Ensure strict compliance with legal and health and safety regulations, guaranteeing the well-being of our team and the people we serve, in accordance with our health and safety policy.
 - 5. Championing Our Cause:** Establish connections with relevant statutory and third-sector organisations, extending our reach and promoting our services to high-risk groups. Be a vital link in building relationships and expanding our service offering.
 - 6. Be the Voice of Policy and Procedure:** Stay up to date with legislation, national and local policies, and ensure that your work aligns with the organisation's policies and procedures, current legislation, and quality standards.
 - 7. Lifelong Learning and Positive Culture:**
Contribute to a team that thrives on positivity, dynamism, and a can-do attitude, making our organisation a remarkable place to grow and contribute.
 - 8. Effective Communication and Awareness:** Attend and actively participate in regular team meetings, ensuring that our collective communication is strong, and awareness of our progress and development is maintained.
 - 9. Continuous Professional Growth:** Be proactive in your professional development. Attend and engage in staff meetings, supervision, appraisal sessions, and training opportunities as agreed upon with your line manager.
 - 10. Collaborative Leadership:** Work closely with the Management and Senior Leadership Team (SLT) to steer our organisation toward success.
 - 11. Advocate for Wellbeing:** Promote the 5 Ways to Wellbeing Model as an integral part of our support offer, contributing to the holistic well-being of those we serve.
- Join our team and become an essential part of our mission, contributing to the well-being of our community while enjoying a supportive, dynamic, and growth-focused environment. Your work will make a tangible difference in the lives of those we serve.

Person Specification

Our duty to quality means we need a workforce that have the mandatory skills, knowledge and attitudes, in which we can continuously adapt to improve service delivery to meet the challenges and changes faced.

**Essential (E) or Desirable (D)*

1. Passionate Service Advocate

- We are seeking individuals who are passionate about delivering quality services and are dedicated to continuously adapting to meet the evolving challenges and changes in the field (E).

2. Valuable Experience:

- Experience of working independently and managing own workload. (E)
- Experience of supporting people who are experiencing a crisis. (E)
- Experience of providing counselling to people experiencing mental health problems. (E)
- Experience of delivering counselling within the NHS and/or third sector. (D)
- Experience of delivering integrative and person centred counselling. (E)

3. Skills and Abilities:

- Demonstrated understanding of a range of skills and interventions related to wellbeing and recovery practices, including counselling and community signposting (E).
- Willingness to support people with diverse needs in achieving their recovery goals (E).
- In-depth understanding of the issues and concerns of individuals with mental health needs (E).
- Strong knowledge and commitment to the rights of individuals accessing services (E).
- Understanding of the impact of stigma and discrimination (E).
- Knowledge of local safeguarding policies (E).
- A strong grasp of the concept of confidentiality (E).
- Eagerness to participate in team activities that foster collaboration (E).
- Appreciation of equal opportunities and diversity issues (E).
- Effective stress management and the ability to plan and prioritise workload (E).
- Proficiency in IT skills, including Microsoft Office and electronic record keeping systems (E).

4. Knowledge:

- Knowledge of safeguarding and protection of vulnerable adults (E).
- Knowledge of mental health services in Swindon (D).
- Knowledge of various interventions used to support recovery (E).
- Understanding of General Data Protection Regulations (GDPR) and confidentiality (E).

5. Education/Qualifications:

- GCSE/O Levels (grades 9-4/A*-C) in Maths and English (or equivalent numeracy and literacy) (E).
- Counselling or psychotherapy qualification (E)
- BACP accredited and professional accreditation (D)

6. Positive Attitudes:

- A commitment to working within a framework that recognises the diversity of people and encourages equality and opportunity for all (E).
- A commitment to the participation of people accessing our services in decision-making processes in the design and delivery of the services they access (E).
- Willingness to assist in various areas of work and undertake additional duties as needed to contribute to Swindon & Gloucestershire Mind's mission (E).

7. General:

- Ability to travel to venues across Swindon and Gloucestershire (E).
- A flexible approach to work (E).

Organisational Values

Swindon and Gloucestershire Mind have a set of values, vision and mission all of which feeds into the organisation's behavioural framework.

Our Values:

Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

Our Vision:

Creating services where people are recognised, valued and supported.

Our Mission:

Provide advice and support to empower anyone experiencing a mental health problem.

We are seeking someone who will lead by example, demonstrating the organisation's behavioural framework:

- Trust and Respect
- Communication
- Responsibility
- Collaboration
- Excellence

- Leadership

Training and Support

1. Investing in Your Future:

We believe that your growth is our growth. Our commitment to training and development is an essential investment in your future and our organisation's success. Well-planned and expertly delivered training enhances efficiency and effectiveness, benefiting both you and the services we provide.

2. Generous Annual Leave:

Enjoy a healthy work-life balance with 25 days of annual leave, plus an additional 8 days of bank holiday entitlement (pro rata for part-time staff). Your time to rest and recharge is important to us.

3. Embracing Flexibility:

We understand that one size doesn't fit all. We offer flexible working arrangements, which may involve a mix of office-based, community outreach, remote work, and adjustable shifts as needed. Your preferences matter.

4. Personalised Support and Growth:

Benefit from personalised group and individual supervision, including regular debrief meetings with your line manager. Our flexible approach ensures you have the support you need to thrive in your role, with online or alternating venue options between Swindon and Gloucestershire.

5. Comprehensive Induction:

You'll receive a comprehensive induction tailored to your job role and working environment. This includes a specific training program that aligns with your role and service area, ensuring a smooth and informed transition into your new position.

6. Lifelong Learning and Accreditation:

We're dedicated to your professional development. You'll have access to ongoing learning opportunities, including accredited Continuous Professional Development (CPD) training and recognised mental health courses. Your skills will continue to grow throughout your career with us.

7. Secure Your Future:

Plan for a secure future with our portable pension scheme provided by Aviva. We're committed to helping you build financial stability and peace of mind.

8. Make a Meaningful Impact:

Join us and make a real difference in your local community. Collaborate closely with our external partners to shape our organisation, contribute to our policies, strategies, and

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future development. Your work will directly impact those who are struggling with their mental health and well-being.

At S&G Mind, training and development are more than just words. They're a commitment to your growth, well-being, and the opportunity to contribute meaningfully to our community. Join us and be part of a team that cares about your success as much as its own.

Further Information

These duties are intended to be a guide to the post* and should not be considered exhaustive. The role is subject to review, depending on the needs of Swindon and Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

**Hours may change depending on the need i.e., covering absence, annual leave and sickness and will be reviewed regularly during supervision.*

Conditions of Employment

New employees will be subject to a six-month probationary period and will be subject to an enhanced Disclosure and Barring Service (DBS) check and references.

To apply, please check our website:
<https://www.sgmind.org.uk/vacancies/>

For any enquiries or questions, please email:
recruitment@sgmind.org.uk