

# Job Profile **Community Counsellor**

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**Reporting to** COUNSELLING CO-ORDINATOR  
**Service Area** DIALOGUE THERAPEUTIC SERVICES  
**Location** CRAWLEY

## **Job Purpose**

To offer assessments, Triage, Duty calls and counselling (including face to face, online and groupwork) to children & young people within the newly commissioned 'blended' tier 2 Counselling Service.

The role represents the operational face of the service in community settings and the post holder will be required to support children / young people accessing provision within the emotional well-being pathway.

## **Responsibilities**

1. Carry out individual assessments and offer face to face and online counselling and groupwork to children & young people in the local settings and work with the project administrator and project manager to ensure high quality delivery of service
2. To support the counselling coordinator in the Triage and duty call team
3. To work within the framework of an 8 session model
4. To work within the BACP Ethical Framework and to uphold the clinical standards that are expected from a BACP Accredited Service
5. To attend fortnightly supervision, team meetings and line management meetings as required
6. To promote the blended model approach at every opportunity
7. Liaise with partners based in West Sussex Young People's Service/FinditOut Centres and any other settings to help co-ordinate the frontline delivery of counselling services to children & young people
8. To respond to the evidenced needs of service users by delivering services that are not restricted to a 9-5 timetable in a variety of settings
9. Work with managers to support the signposting or referral of young people with other vulnerabilities to other services including Early Help and MASH where appropriate.
10. To work systemically, e.g. liaise with and include parent/carers, educators, health professionals when appropriate and as agreed by the client
11. To actively promote participation and for all service users to be offered the opportunity to have a voice, get involved and to influence operational and strategic direction within YMCA DLG, and to support the future delivery of mental Health & emotional well-being services across West Sussex.
12. Act as a main point of contact for consultation, for receipt of and processing of all referrals
13. Responsibility for the implementation and maintenance of local administrative systems

14. Co-ordinate with the project administrator to keep databases updated, handing in closed client packs promptly and assist in the production of quarterly and annual service reports. Produce high quality data demonstrating project impact and advising as necessary on developments required to improve effectiveness and impact
15. Develop and maintain links with key cross-agency personnel and act as a link person for YMCA DownsLink Group services in West Sussex
16. To contribute to and be part of YMCA DownsLink Group and attend meetings as required. Working constructively as part of a team and being involved in the development of good practice
17. To work in accordance with all YMCA DownsLink Group policies and procedures and to work in accordance with West Sussex County Council Local Authority policies and procedures in the local settings
18. To carry out, from time to time, any other appropriate duties in line with capabilities as directed by the line manager to support and promote the work of the project
19. To work within all YMCA DLG policies and procedures at all times and to abide by the Code of Conduct.
20. To attend YMCA DLG mandatory training and abide by our policies and procedures on Safeguarding, Health and Safety and Equality and Diversity
21. To attend appropriate continuing professional development and training events and be committed to team events
22. To ensure service users are made aware of key processes e.g. complaints, information sharing, getting involved, and to make sure that they are asked about how they would prefer information; to ensure special information requirements (e.g. large print, language, braille etc) are clearly recorded on their files and that their needs are met

## **Nature and Scope**

1. To work alongside the West Sussex therapeutic services manager and Administrator to deliver high quality counselling services for young people
2. To promote the blended model approach within a wider West Sussex mental health & emotional well-being pathway.
3. To work with existing YMCA DownsLink Group services delivered in the localities and to strengthen relationships with YMCA managers and staff
4. To refer and alert the YMCA DownsLink Group project manager/supervisor/Social Care of any potential risks in terms of safeguarding children, young people and vulnerable adults.
5. To refer and alert line manager/supervisor of any professional concerns and/or critical incidents
6. To maintain an up to date working knowledge of legislation, regulation and codes of practice that might impact on the project

## **Person Specification**

### **Experience**

- ▶ Experience in delivering face to face counselling and carrying out of assessments with young people to include working with high risk and complex issues.

- ▶ Experience of managing risk with effective communication around safeguarding procedures
- ▶ Experience of multi-disciplinary team working
- ▶ Experience of working independently as well as in a team
- ▶ Experience of working in a community setting to short-term model
- ▶ Experience of using electronic database for case management notes and administrative tasks to include monitoring & evaluation
- ▶ Experience and/or knowledge of local statutory and voluntary agencies

### **Skills & Abilities**

- ▶ Flexible interpersonal approach
- ▶ Good written and verbal communication skills
- ▶ Computer literate & able to use standard software e.g. Word, Excel & Outlook to facilitate working practices
- ▶ To be able to work competently on a time limited basis
- ▶ Experience of working alongside volunteers
- ▶ Demonstrate a working understanding of the principle of equal opportunities as it applies to the context of the post.

### **Qualifications & Training**

- ▶ More than 2 years post-qualified at graduate or post graduate level Counselling Diploma or equivalent [of two years minimum duration including personal counselling or psychotherapy].
- ▶ BACP Registration or Accreditation and/or eligible for other Professional Accreditation e.g. UKCP/HPC.
- ▶ An in depth understanding of counselling theory & practice and working to short-term models.

### **Knowledge**

- ▶ A sound understanding of Child Protection & Vulnerable Adult Safeguarding issues and procedures
- ▶ A sound understanding of Child Developmental processes
- ▶ General
- ▶ A commitment to the Aims and Purposes of YMCA DownsLink Group.
- ▶ Driving licence and access to a car for business use

### **Employee Declaration**

I confirm that I have read, understood and agree to the expectations outlined in the profile

Name:                      Date:                      Signed:                      |