



Job Description

Title:	Helpline Services & Outreach Counsellor (Level 4)
Responsible for:	Client support virtually and Face to Face
Location:	Walsall
Contract Type:	Permanent
Working Hours:	35 hours per week (Full Time)
Benefits:	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 1 years' service, Paid mileage for travel to locations other than base location.

Main purposes of the job:

- To oversee the delivery of a trauma informed, person-centred online and face to face counselling service for women experiencing pregnancy, pregnancy loss or challenges with motherhood, both nationally via our Helpline Services, locally in our Walsall Outreach Centre and in the surrounding community.
- To carry out clinical assessments and risk assessments for clients wishing to access therapeutic and other service support.
- To record the results of the assessments and accurately enter client information and data into database
- To keep concise and up-to-date client records
- To ensure client workload is managed and maintained in line with client needs
- To adhere to British Association of Counselling & Psychotherapy ethical framework
- To ensure therapeutic workspace is suitable for sessions to be delivered.
- To cover identified time slots via our National Helpline or other online service pathway
- To liaise with the Pregnancy & Prison Outreach team in supporting clients' counselling and upskilling needs.
- To have regular service up-date meetings with the Director of Helpline Services and the wider Helpline Team



Key achievement areas:

- To assess the needs of clients referred for therapeutic counselling sessions and other service support needs.
- To ensure clients are given clear contracts prior to starting counselling sessions
- To plan and priorities the needs of client referrals.
- To maintain all client records with updated session notes and other relevant information.
- To maintain an up to date understanding of regulatory frameworks, codes of practice and legislation relating to sector and the relevant work covered by our services.
- To ensure own clinical supervision and continued professional development in line with British Association of Counselling and Psychotherapy.
- To ensure work and personal wellbeing by adhering to monthly one-to-one managerial supervision sessions.
- To champion Life in professional networks and seek new opportunities to establish positive working relationships and promote Life services.
- Ensuring Safeguarding procedures are reported and recorded appropriately to ensure all clients, significant others, staff and volunteers are kept safe from harm, abuse or neglect.
- Work in line with Life's Policies in all aspect of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.
- To attend annual CPD conference.
- To play an integral role in supporting, planning, design and facilitate workshops that are responsive to the varying educational levels and learning styles of all in attendance at CPD conferences.
- To contribute to the continuous improvement of both the Helpline and Walsall Outreach Centre services through involvement in working parties, sharing good practice and project work.
- To support Director of Helpline services as required.
- Must be able to work flexibly and hold current driving licence
- Undertake any other duties that are essential to the job role



Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver client services.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities.

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.
- All employees will be expected to undertake a full DBS check.



Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal
 - Solidarity – We're with you and for you
 - Community – We're better together
 - Charity – Doing good for one another
 - Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.



Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
Leadership		
Ability to be pro-active and contribute to the development of services	✓	
Ability to influence and gain respect from colleagues within the charity, and from external contacts	✓	
Business Management / Service Delivery		
Proven team working skills and commitment to the vision and values of the charity	✓	
Flexible and adaptable to the team and services needs	✓	
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Proven experience of working within a similar role in a related sector		✓
Minimum of a level 4 recognised counselling qualification	✓	
Experience of needs assessment and support planning	✓	
Experience of writing reports for safeguarding purposes	✓	
Understanding the needs of vulnerable people, promoting equality in all aspects of service delivery	✓	
Computer literate, with knowledge of MS Office	✓	
Administration skills and ability to deal with complex enquires and clients	✓	
Experience of Safeguarding Children & Adults	✓	
Experience or knowledge of the criminal justice system		✓
Ability to make decisions with confidence	✓	
Communication		
Strong verbal and written communication skills	✓	



Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Personal		
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	