

JOB DESCRIPTION

Job title	Counsellor
Sector/Function	Mental Health
Department	Liveline
Reports to	Team Leader / Service Manager
Grade	3

Job purpose	To provide telephone counselling to clients accessing the Liveline service, providing high support to clients experiencing issues relating to their emotional wellbeing in order to help turn lives around
Key accountabilities	<p><u>CLINICAL</u></p> <p>To provide a range of quality counselling / CBT interventions to clients accessing support. To assist and support in delivering services in conjunction with the staff team.</p> <p>To support the line manager to meet the statutory / contractual requirements of the service specification and prepare for all internal and external service audits/inspections.</p> <p>To take prime responsibility for therapeutic interventions, delivering appropriate therapeutic approaches including person-centred therapy.</p> <p>and/or</p> <p>Brief psychological self-help interventions based on Cognitive Behavioural Therapy.</p> <p><u>Duties</u></p> <ul style="list-style-type: none"> ○ Accept referrals via agreed protocols within the service. ○ Assess and support people with issues relating to their emotional / mental health, promoting self-management approaches as part of their recovery. ○ Undertake patient-centred interviews which identify areas where the person wishes to see change and or recovery and makes an accurate assessment of risk to self and others. ○ Make decisions on suitability of new referrals, adhering to the service's referral protocols or refers unsuitable clients on to the relevant service. ○ Provide a range of information and support. This may include person centred counselling, guided self-help or access to computerised support and information. This work may be by telephone or via other media. ○ Adhere to an agreed activity contract relating to the overall number of clients supported and sessions carried out per week in order to minimise waiting times and ensure support delivery remains accessible and convenient. ○ Attend team meetings relating to the service where appropriate. ○ Complete all requirements relating to data collection within the service.

	<ul style="list-style-type: none"> ○ Keep coherent records of all activity in line with service protocols and use these records and in decision making. ○ Work closely with other members of the team ensuring that appropriate support is provided to all clients accessing support. ○ Assess and integrate issues surrounding work and employment into the overall therapy process. ○ Operate at all times from an inclusive values base which promotes recovery and recognises and respects diversity. ○ Prepare and present information for all clients on their caseload to case management supervisors within the service on an agreed and scheduled basis, in order to ensure safe practice and the clinical governance obligations of the worker, supervisor and service are delivered. ○ Respond to and implement supervision suggestions by supervisors in clinical practice. ○ Engage in and respond to personal development supervision to improve competences and clinical practice.
	<p>Professional</p> <ul style="list-style-type: none"> ○ Ensure continued membership / registration with BACP / BABCP is maintained. ○ Ensure the maintenance of standards of practice according to the employer and any regulating standards, and keep up to date on new recommendations/guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence, British association of counselling and psychotherapy(BACP)) ○ Ensure that client confidentiality is protected at all times. ○ Be aware of, and keep up to date with advances in the spheres of treatment for common mental health problems. ○ Ensure clear objectives are identified, discussed and reviewed with senior therapists on a regular basis as part of continuing professional development. ○ Participate in individual performance review and respond to agreed objectives. ○ Keep up to date all records in relation to Continuing Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments. ○ Attend relevant conferences / workshops in line with identified professional objectives.
	<p>General</p> <ul style="list-style-type: none"> ○ To contribute to the development of best practice within the service. ○ To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services. ○ The post holder will work with people with different cultural backgrounds and ages, using interpreters when necessary and should be committed to equal opportunities. ○ All employees have a duty and responsibility for their own health and

	<p>safety and the health of safety of colleagues, patients and the general public.</p> <ul style="list-style-type: none"> ○ All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998), GDPR (2016) and Security and Confidentiality Policies. ○ It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties. ○ This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development
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Dimensions	Direct reports	N/A
	Total staff overseen	N/A
	Internal contacts	Central support services Team leaders and Clinical Lead Operations Manager Administration team
	External contacts	Regulatory bodies Primary and secondary care staff in the health Community Primary care trusts Universities GP practices Community health providers Third sector organisations
	Planning outlook	N/A
	Problems solved	N/A
	Financial authority	N/A

PERSON SPECIFICATION

Job title	Telephone Counsellor	
Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ○ Able to develop good therapeutic relationships with clients ○ High level of enthusiasm and motivation ○ Advanced communication skills, including telephone skills ○ Ability to work within a team and foster good working relationships ○ Ability to work under pressure 	<ul style="list-style-type: none"> ○ Ability to manage own caseload and time
Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ○ Computer literate ○ Demonstrates an understanding of anxiety and depression and how it may present in Primary Care 	<ul style="list-style-type: none"> ○ Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental health ○ Knowledge of medication used in anxiety and depression and other common mental health problems ○ Demonstrates an understanding for the need to use evidence based psychological therapies and how it relates to this post
Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> ○ Knowledge to a degree or equivalent level acquired through previous experience and Diploma in Counselling or Psychotherapy. (Standard Diploma course comprises no less than 450 hours programme contact and including no less than 200 hours supervised counselling practice). ○ Evidence of working with people who have experienced a mental health problem. 	<ul style="list-style-type: none"> ○ BACP Accreditation / registration / membership (must complete accreditation within the Probationary period if not in place at appointment) ○ Training in nursing, social work, occupational therapy, counselling or within a psychological therapy. ○ Psychology or other health related undergraduate degree. ○ Experience of working in Primary Care Services ○ Worked in a service where agreed targets in place demonstrating clinical outcomes ○ Evidence of working in the local community ○ Experience in providing clinical supervision ○ Received training (either formal or through experience) and carried out risk assessments within scope of practice
Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> ○ Regard for others and respect for individual rights of autonomy and confidentiality ○ Ability to be self-reflective, whilst working with service users, in own personal and professional development and in supervision 	<ul style="list-style-type: none"> ○ Car driver and/or ability and willingness to travel to locations throughout the organisation