

Lead Evening Counsellor



ROLE DESCRIPTION

GRADE

Grade 5

LOCATION

Sighthill, Edinburgh

LINE MANAGER

Head of Student
Counselling and Mental
Wellbeing

ROLE SUMMARY

Edinburgh Napier Student Counselling and Mental Wellbeing Service offer counselling and support to a student body consisting of approximately 19,500 students.

We are recruiting to a role that offers a significant and exciting opportunity to be part of a team who continue to develop and innovate a student focused service provision.

You will support the student journey through the delivery of service assessments, counselling and group interventions and ensure students receive timely and appropriate professional support to enable them to achieve their full academic and personal potential.

You will oversee our evening counselling provision and take part in developing its protocols and procedures, ensuring safe and ethical practice. You will be the first line of support for guaranteed hours counsellors and counselling placements who practice in the evenings. This includes giving clinical advice and dealing with and referring issues concerning risk in line with the service guidance.

In addition, you will take the lead on furthering the development of the counselling placement scheme, ensuring best practice and continued relationship building with postgraduate counselling training host institutions.

Due to COVID19, and the resulting campus closure, the service has developed an online counselling & mental wellbeing framework. This includes a short-term solution focused support model to deal with the impact of the pandemic. As a result, you should be able to deliver safe online counselling & support from your home and assist in the ongoing development of this model ensuring ethical practice.

Professionally qualified and with appropriate clinical lead experience you will have a flexible outlook and demonstrate excellent communication skills. As a member of a growing team of staff, you must be able to work independently and contribute actively as a member of the team.

You will be BACP accredited (or equivalent) or registered with BACP or COSCA and working towards your accreditation. You have significant post qualifying experience ideally gained in Higher Education and/or through work with university students.

You will have experience of team leading and/or clinical supervision qualification. You will also have experience of working with client risk management in an organisational setting.

You will carry an individual caseload, working within a brief goal orientated model, and play a primary role in providing counselling to Edinburgh Napier Students.

In addition, you will work with colleagues to deliver preventative and developmental interventions in support of student wellbeing. This may include contributing to the introduction and management of new methods of online, web-based support and a range of health promotion activities. Ideally, you will have experience of successfully evaluating service provision.

LINE MANAGEMENT RESPONSIBILITY FOR:

This role does not have any line management responsibilities currently.

MAIN DUTIES AND RESPONSIBILITIES

- To provide professional, sensitive and student focussed counselling to a wide range of students across the institution and referral to specialist services as appropriate.
- To oversee the counselling evening provision and take part in developing its protocols and procedures, ensuring safe and ethical practice.
- To be the first line of support for guaranteed hours counsellors and counselling placements who practice in the evenings, which includes giving clinical advice and dealing with and referring issues concerning risk in line with the service guidance.
- To offer clinical support to part time counsellors and mentor trainee or associate counsellors undertaking positions within the team.
- To take a lead on furthering the development of the counselling placement scheme and overseeing the support of student placements, ensuring best practice and continued relationship building with Institutions who hosts postgraduate counselling training.
- To provide effective service triage through the service Wellbeing Drop In, Service Assessment and Risk Assessment and refer to internal and external services in line with student needs and service protocols.
- To be part of the service risk management clinical support structure.
- During Covid19 lockdown, undertake video link and phone support from home. If restrictions eases undertake to continue video link support until such times where face to face therapy is advisable.
- To work effectively with other members of the team to design, deliver and facilitate access to innovative psychoeducational group interventions across a multi campus setting.
- To understand and comply with the policies and procedures of the Student Wellbeing and Inclusion team, including policies on data sharing & confidentiality, record-keeping, responding to emergencies, and escalation of matters relating to students at risk.
- To comply and work within the service safeguarding framework, ensuring student's safety by communicating with management and, when necessary, internal, and external stakeholders such as the NHS.
- To create links and use existing referral pathways to relevant 3rd sector agencies ensuring students have access to community resources which will aid their wellbeing and recovery.
- To be informed of online wellbeing tools and apps to further enhance students support mechanisms with the aim of strengthen student resilience and mental wellbeing.
- To comply with GDPR legislation and ethical guidance relating to confidentiality and sharing of information.
- To contribute to service evaluation and reporting to aid strategic planning and enhancement of services.
- In conjunction with the Wellbeing Services Manger develop communication strategies including supporting Edinburgh Napier's students use of Big White Wall (online Support Community).
- To understand the services offered by other university departments and community resources and be able to refer students to the appropriate sources of additional or specialist support as required.

- To actively participate in workshops and events to raise awareness of the services offered (e.g. Open Days, Applicants Days, Mental Health awareness events).
- To practice in an ethical and responsible way and ensure ethical and professional standards are met and maintained according to British Association for Counselling and Psychotherapy, thus safeguarding the interests of clients, counsellors and the institution.
- Role model the University's values & behaviours.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).
- In addition to the main duties indicated here, the post holder may be required to perform other duties assigned by the Wellbeing Services Manager or the Head of Student Wellbeing and Inclusion from time to time. Such duties will be reasonable and be in line with the post holder's skills, experience, and grade.

PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

EDUCATION / QUALIFICATIONS

- | | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| • Degree or equivalent | ✓ | |
| • Recognised post-graduate Diploma/ Qualifications in Counselling or Counselling Psychology | ✓ | |
| • Registered Membership of BACP/COSCA or equivalent and evidence of working towards accreditation | ✓ | |
| • Accredited Membership of BACP or equivalent | | ✓ |
| • Clinical Supervision Qualification | | ✓ |
| • Qualifications in online and phone therapy | | ✓ |
| • Mental Health/Wellbeing related qualification or equivalent | | ✓ |
| • Training in coaching | | ✓ |
| • Child and Adult Protection Training Level 2 | | ✓ |
| • Mindfulness training | | ✓ |

SKILLS / EXPERIENCE

- | | | |
|--|---|--|
| • Significant experience of providing one to one brief goal orientated counselling | ✓ | |
| • Experience of providing counselling support for mental health issues | ✓ | |
| • Experience of offering trauma informed counselling with an understanding of trauma responses | ✓ | |
| • In-depth experience of service triage and counselling assessment | ✓ | |
| • Experience of team leading or managerial capacity | ✓ | |
| • Experience of offering clinical advice and/or clinical supervision | ✓ | |
| • Experience of working with client risk management in an organisational setting | ✓ | |
| • An understanding of the range of issues facing an increasingly diverse student body | ✓ | |

	ESSENTIAL	DESIRABLE
• Understanding and experience of community resources and referral pathways	✓	
• Experience of active referrals and signposting	✓	
• Experience and understanding of working with issues of diversity and inclusion	✓	
• Skill and experience in delivering interactive workshops	✓	
• Experience of working in Further/ Higher Education		✓
• Experience of social/community work		✓
• Experience of online support provision		✓
• Experience of using counselling evaluation tools		✓
• Experience of working with victims of sexual violence in a therapeutic context		✓
• Experience of working with domestic abuse in a therapeutic context		✓
• Experience of working with addiction in a therapeutic context		✓
• Experience of working with carers in a therapeutic context		✓
• Experience of working with complex grief in a therapeutic context		✓
• Experience of delivering psycho educational group programs and/ or therapeutic group work		✓
• Excellent customer service and interpersonal skills, including the ability to communicate calmly, clearly, and concisely, orally and in written form	✓	
• Ability to plan, organise and prioritise work effectively, to manage own workload, and to balance competing demands to meet agreed deadlines	✓	
• Ability to work calmly under pressure in a busy environment whilst delivering high quality work standards	✓	
• Work effectively and ethically with distressed clients and ability to demonstrate self-care and resilience in dealing with this demand	✓	
• Ability to manage own workload with minimal supervision	✓	



	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> An understanding and respect for diversity, including the ability to engage with students from a wide range of cultures and with a range of support needs 	✓	
<ul style="list-style-type: none"> Excellent team working skills, with an ability to develop and maintain co-operative relationships, demonstrating a collaborative team spirit to continually enhance services 	✓	
<ul style="list-style-type: none"> Ability to maintain a high level of confidentiality 	✓	
<ul style="list-style-type: none"> Excellent IT skills 	✓	
<ul style="list-style-type: none"> Evidence of delivering service innovations 		✓