



Defence Medical  
Welfare Service  
Supporting  
the frontline

## **JOB OUTLINE**

### **COUNSELLOR**

## **THE CONTEXT IN WHICH YOU WILL WORK**

### **Our Purpose**

To help people during their most critical time of need

### **Our Vision**

To be the most respected provider of welfare support for those in front line services.

### **Our Mission**

To provide a high-quality medical welfare service to those who serve the nation and the community when they are in the patient care pathway, in order to deliver capability and productivity.

### **Our Values**

#### **Commitment**

We are passionately committed in heart and mind to the people we support, delivering our service whenever and wherever they happen to be.

#### **Integrity**

We act with integrity, consistency, and honesty in all that we do.

#### **People**

We support each other. We trust, encourage and develop our staff, because we know that it's our people who make us what we are.

#### **Working Together**

We work collaboratively together and with others to provide the best possible service to the people we support.



## THE ROLE

<b>Directorate:</b>	Operations	<b>Hours per week:</b>	Up to 35 hours
<b>Responsible to:</b>	Head of Region	<b>Contract Type:</b>	Permanent
<b>Responsible for:</b>	No Direct Reports	<b>Initial Base:</b>	Flexible

### YOUR PURPOSE

To assess referrals, provide appropriate counselling to people working on the front line, to achieve good outcomes and ensure up-to-date records are maintained.

### YOU WILL :-

- Correctly assess referrals that are received and identify needs and resources required to meet those needs with unfaltering professionalism and sensitivity.
- Provide therapeutic counselling to clients, both remotely and face-to-face.
- Liaise with the CPN, Welfare Officers, regional managers and other DMWS staff as necessary.
- Ensure that clients understand the service and fully consent to engage with the process.
- Maintain appropriate records of confidential counselling in line with legal, ethical and organisational guidelines, using the DMWS portal.
- Communicate and liaise with other agencies within the limitations of the role and confidentiality.
- Maintain professional membership of the BACP (or equivalent body) and participate in regular supervision and CPD.
- Assist in the compilation of data and reports for internal and external stakeholders including the Police Federation.
- Be an enthusiastic ambassador for DMWS.
- Maintain professional boundaries with clients at all times.



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- Be aware of safeguarding matters and deal with any concerns sensitively and in line with policy and procedures.
- Be willing to assist in growing the service, in conjunction with the relevant DMWS team members.
- Be willing to work flexibly across the whole organisation if required.
- Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of your time and others.
- Provide a service that is inclusive, respectful and complies with all equality legislation and best practice.

### **YOU WILL HAVE :-**

- A recognised counselling qualification and be a member of the BACP (or equivalent body).
- A minimum of 2 years counselling experience (CBT or Client Centred Therapy)
- Proven experience of working with groups within the NHS or a similar setting
- Drive and motivation, a pro-active self-starter who can work independently and as part of a team.
- Unflinching professionalism and a passion for helping others
- Excellent communication and interpersonal skills
- Good judgement and empathy for others
- Proven IT skills
- An ability to keep accurate records and a good understanding of the importance of data



## **BENEFITS OF WORKING WITH DMWS**

We recognise that without our staff we are nothing, they are the most important asset that we have. We offer employees the following benefits: -

### **Annual Leave**

We give employees 30 days a year annual leave plus Public Holidays (pro-rata'd for part-time employees).

### **Pension**

Auto enrolment onto DMWS workplace pension scheme – subject to eligibility. You will make a minimum contribution of 5% which DMWS will match. Contributions will be matched up to 6% by DMWS.

### **Death in Service Scheme**

Three times your annual salary to nominated beneficiaries - subject to eligibility

### **Flexible Working**

All flexible working requests are considered - many of our staff work flexible hours and work wholly, or partly from home.

### **Smart Health**

Access to a 24/7 virtual GP service, with a counselling service and on-line help and support around health and well-being matters

### **Work-based Parking/Mileage**

For those who pay to park at their work-base, fees are repaid through expenses. Mileage claims are reimbursed in line with HMRC guidelines.

### **Enhanced Sick Pay**

Enhanced sick pay scheme for all employees upon completion of their probationary period.

### **Staff Recognition**

Staff are regularly recognised for their work by the leadership team and their peers, via internal events, social media, and industry awards.

### **Personal Development Programme**

DMWS supports employee continuing professional development and training.

**Above all, being part of the DMWS team, means that you are making a difference to the lives of those working on the frontline.**