**Counsellor Role Job Description**

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| **Directorate:** | Operations | **Contract Type:** | Full time  |
| **Responsible to:** | Director Ops Scotland | **Initial Base:** | UK |
| **Responsible for:** | No Direct Reports |  |  |

### 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 the needs and resources required to meet those needs with unfaltering professionalism and sensitivity.
* Provide therapeutic counselling to clients, both remotely and face-to-face by arrangement.
* Liaise with the CPN, Welfare Officers, Operations 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
* Be aware of safeguarding matters and deal with any concerns sensitively and in line with policy and procedures.
* Be willing to assist in improving 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.

**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.

### YOU WILL HAVE :-

* A recognised counselling qualification and be a member of the BACP (or equivalent body).
* A minimum of two years’ counselling experience (CBT or Client Centered 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.
* Unfaltering 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

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