J o b D e s c r i p t i o n

Position: Student Counsellor

School/Service: Student Services & Experience

Reference: 0370-26

Grade: Grade 7

Status: Permanent

Hours: Full-time 08.45am-5.00pm, Monday – Friday (Some work outside these days/hours may be required)

Responsible to: Student Mental Health and Wellbeing Manager

Main Function of the Role:

- Responsible for provision of a counselling service to students, working within the boundaries and code of ethics compatible with the BACP.
- Effectively maintain a caseload of student clients, providing one-to-one counselling/therapeutic interventions accessible to all students.
- Communicate in a skilled and sensitive manner information concerning assessment and interventions for students as appropriate.
- Work within a multidisciplinary team to provide coordinated, effective and integrated counselling to students at the University of Greater Manchester.

Principal Duties and Responsibilities

1. Provide short term counselling interventions to students.
2. Carry out initial assessments for new students presenting to the counselling service.
3. Participate in team, clinical and peer supervision meetings.
4. Be a part of the wider Student Services team including the Disability & Inclusion team, Wellbeing Advisors, Mental Health Advisors and the Safeguarding team.
5. Provide appropriate support to vulnerable students and those who may be at risk of withdrawing from study.
6. Provide staff development as required for administrative and professional staff.
7. Be actively involved in service development and contribute to improving policies and practices at the University.

8. Establish and maintain a database of sources of referral and professional and specialist contacts.

9. Maintain a high level of knowledge and awareness of changes and developments in the fields of higher education and counselling and their implications for the organisation and delivery of counselling within the institution.

10. Follow University policy and procedure in relation to safeguarding and the disclosure of criminal convictions and any associated risk assessment. This includes supporting Admissions & Recruitment with Criminal Conviction Disclosures that require further interview to assess suitability.

11. Attend CPD and Supervision as required in accordance with the BACP, UKCP, BABCP code of practice, to support ongoing professional development and ensure current knowledge, skills and best practice are reflected in service delivery. Maintain continuous BACP, UKCP, BABCP registration and ensure professional development requirements are met.

12. Undertake Health and Safety, Mental Health First Aid and Safeguarding training as required.

13. Operate the University's student record system to maintain and review information on students. In addition to maintaining accurate client appointment records.

14. Ensure the confidentiality of information is maintained in line with Data Protection requirements and in accordance with University Policies and statutory requirements.

15. Participate in the preparation and production of university policies and procedures relating both to the advice and information needs of the service users.

16. To participate in university internal/external events, deemed appropriate to the duties and take part in academic activities such as open days, clearing, enrolment, awards ceremonies etc.

17. Work flexibly and be willing to travel to other university premises in the event of a crisis or other serious incident.

18. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements

19. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

20. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

Note: This appointment is subject to Disclosure and Barring Clearance.

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others. In addition, the Office for Students (OfS) operates an independent free speech complaints scheme for staff, job applicants and visiting speakers. Further information about eligibility and the complaints process is available from the OfS. Complaints will normally only be considered by the OfS after the University's internal procedures have been completed, including any appeal, or after 90 days have elapsed since those procedures began.

P e r s o n S p e c i f i c a t i o n

Position: Student Counsellor		**Reference:** 0370-26	
School/Service: Student Services and Experience		**Priority (1/2)**	**Method of Assessment**
Criteria			
1	**Qualifications**		
1 a)	Educated to minimum Level 5 Counselling	Priority 1	Application Form/ Documentation
1 b)	Full accreditation by the UKCP, BACP, BABCP or equivalent body	Priority 1	Application Form/ Documentation
1 c)	Postgraduate qualifications in other modalities such as CBT, EMDR	Priority 2	Application Form/ Documentation
2	**Skills / Knowledge**		
2 a)	Ability to work as part of a multi-disciplinary team, demonstrating appropriate communication and advanced interpersonal skills, verbally and electronically with the ability to deal calmly with students who may be distressed	Priority 1	Application Form/Interview/ Presentation
2 b)	Excellent time management and caseload management skills and experience of prioritising competing demands	Priority 1	Application Form/Interview
2c)	Excellent verbal and written communication skills e.g., the ability to communicate effectively and explain standard service procedures concisely to students, staff at all levels and external colleagues	Priority 1	Application Form/Interview
2 d)	Understanding the issues people new to Higher Education face, and to have an awareness of the cultural differences and their impacts on mental health	Priority 1	Application Form/Interview
2 e)	Competent in the use if IT e.g., proficient in the use of Microsoft Office, word excel, access email etc.	Priority 1	Application Form/Interview
2 f)	Able to maintain a helpful, cooperative and professional manner when dealing with difficult highly emotive and sometime distressing situations and working under pressure	Priority 1	Application Form/Interview
3	**Experience**		
3 a)	Post qualifying experience in offering one to one short term counselling to students/clients.	Priority 1	Application Form/Interview
3 b)	Sound analytical, creative and pragmatic problem-solving skills, with experience of contributing to the development and improvement of systems, procedures and policies	Priority 1	Application Form/Interview
3 c)	Proven experience in risk assessment and crisis management and working with high-risk clients, who are suicidal and vulnerable	Priority 1	Application Form/Interview
3 d)	A reflective practitioner who consistently seeks to improve their practice to proactively and reactively support students	Priority 1	Application Form/Interview
3 e)	Experience of working at a FE/HE institution or providing a counselling service to a diverse group of people.	Priority 2	Application Form/Interview
4	**Personal Qualities**		

4 a)	Emotional resilience to work calmly under pressure, containing anxiety in self and others. Must have the ability to recognise own limitations and seek additional support where necessary	Priority 1	Interview
4 b)	Work independently without close supervision within a team environment	Priority 1	Interview
4 c)	Commitment to continuous improvement and creative ways of working	Priority 1	Interview
4 d)	Experience of dealing with deadlines and being able to work under pressure	Priority 1	Interview
4 e)	Understanding of confidentiality and professional boundaries	Priority 1	Interview
5	**Other**		
5 a)	Able to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, UKVI Prevent and Bribery Act	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Available to work flexibly and remotely and travel as appropriate in order to meet the needs of the services	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required