



JOB DESCRIPTION

Job Title:	Bank Counsellor
Location:	Project Hub
Line Manager:	Counselling Manager
Line Management Resp.:	None
Salary:	£14.73 per hour (£12.04 if unqualified)

Purpose of the role:

To provide cover for counselling staff in one of our hubs, providing therapeutic care and support to: a) clients working towards recovery from addiction and b) their family members and carers. This care will primarily take place in a group therapy setting face-to-face, following our model of therapy.

Main Responsibilities:

Client Based

- To provide counselling and therapy in a group setting for clients who are in recovery from addiction or their family members and carers.
- To follow the direction of the group lead counsellor, providing back up, support, observations of clients and feedback.
- To signpost clients to additional support resources to help them in their recovery journey.
- To ensure the completion of all client administration and support other members of the team as directed for your cover hours.
- To engage in discussions, training and data collection with the result of full compliance in regard to policies and procedures.
- To securely store client related and sensitive paperwork.

Administration

- To complete and update the client journey paperwork when instructed.
- To ensure all policies and procedures are adopted, understood, acknowledged and performed.
- To ensure safe storage of sensitive data, by implementing and monitoring the compliance of the GDPR data protection and confidentiality policy.
- To meet organisational and contract compliance requirements.

Quality Assurance

- To adopt and maintain quality standards, following all organisational policies and procedures.
- To adhere to a professional body's code of ethics such as BACP or FDAP, including maintaining accreditation or registration.
- To ensure quality and value for money on any services delivered.
- To facilitate or participate service user input sessions such as Experts by Experience or workshops etc., when directed.
- To actively practice equality and diversity adhering to all policy and procedures.
- Uphold and implement the policies and procedures of The Living Room.

- Uphold the values of The Living Room.
- Endeavour to attend meetings and training courses, including regular review meetings and Annual Performance Development Review meetings when requested and available.

Training

- Ensure consistency, ethical practice and adherence to BACP and FDAP recommendations.
- To undertake training as part of Continuous Professional Development, to ensure compliance and capability.

General Requirements

- Be responsible for own health and safety at work and for the health and safety of colleagues and visitors.
- Demonstrate the organisations values through working practices:
 - We are CARING to our clients and co-workers.
 - We are CUSTOMER focused when prioritising our work and activities.
 - We serve and support our COMMUNITY.
 - We ensure we are COMPETENT in performing our duties.
 - We value our INTEGRITY as professionals.
- The job is a blended role – home based and hub based, with travel to TLR hubs and other locations for meetings and training, as agreed.
- No overtime may be claimed on this post, but TOIL may be claimed (in line with the organisation's TOIL procedure).
- Undertake from time to time such other tasks as may be required in connection with the post
- Be willing to take annual leave at times which fit with the requirements of the role. Annual leave of more than 2 working days to be taken consecutively, must be booked 6 weeks in advance with the line manager.

DANOS REQUIREMENTS:

1. AA4 Promote the equality, diversity, rights and responsibilities of individuals
2. AA6 Promote choice, wellbeing and the protection of all individuals.
3. AB1 Support individuals who are distressed.
4. AB2 Support individuals who are substance users.
5. AB3 Contribute to the prevention and management of abusive and aggressive behaviour.
6. AB4 Contribute to the protection of individuals from harm and abuse.
7. AB5 Assess and act upon immediate risk of danger to substance users.
8. AB6 Support individuals to deal with relationship problems.
9. AB7 Provide services to those affected by someone else's substance use
10. AB8 Contribute to assessing and act upon risk of danger, harm and abuse
11. AC1 Reflect on and develop your practice.
12. AA6 Promote choice, wellbeing and the protection of all individuals.
13. BA3 Contribute to the development of organisational policy and practice
14. BC1 Develop, negotiate and agree proposals to offer products and services
15. BC2 Manage activities to meet customer requirements.
16. BD4 Promote, monitor and maintain health, safety and security in the working environment.
17. BE5 Use information to take critical decisions.
18. BF3 Select personnel for activities.
19. BI5 Promote effective communication for and about individuals.

NB This job description forms part of the Contract of Employment for the person currently holding this post. This job description reflects the position at this present time and is subject to possible change in the future. As a general term of employment, the organisation may make any necessary changes in job content, or may require the post holder to undertake other duties, at any location in the organisation's service, if such changes are appropriate to the employee's role.

Updated March 2023