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| JOB DESCRIPTION | |
| **JOB TITLE** | **Higher Education Student Counsellor** |
| **REPORTING LINE** | Head of Wellbeing |
| **KEY INTERNAL CONTACTS** | * Students * Head of Wellbeing * Wellbeing Team |
| **KEY EXTERNAL CONTACTS** | * Disability Needs Assessors * External Providers (for specialist support). |
| **OVERALL JOB PURPOSE** | * To assist the Wellbeing Team with its daily operations. * To assist the Disability and Inclusion function of the team. |
| **KEY RESPONSIBILITIES** | * Provide a confidential counselling service to students (and staff) through one to one time-limited sessions which responds to their personal, social, emotional, spiritual and educational needs. * Work with a diverse range of issues including self-harm, depression, anger, suicidal ideation. * Abide by the ethical guidelines outlined by the BACP. * Maintain confidentiality (except in those circumstances in line with BACP where this should be breached) * Make referrals when appropriate and with student consent to external agencies for further support. * Ensure that students are aware of what constitutes good emotional health and well-being. * Maintain appropriate records and keep them secure. * Engage in internal case management supervision. * Promote inclusion and acceptance amongst the student body. * Support the functions and ethos of the Wellbeing, Disability and Inclusion Team. * Support the delivery of training regarding emotional health, mental health and well-being as required. * Take responsibility for attaining professional body CPD requirements.   **GENERAL**   * Support the wellbeing team in achieving its vision for student support. * Maintaining a secure filing system. * Such other duties temporarily or on a continuing basis, as may reasonably be required. * Attend team meetings. * Maintain records as required. |
| **KPIs** | * Student Feedback * Administrative concerns |
| **EXPERIENCE REQUIREMENTS** | **ESSENTIAL**   * An appropriate counselling/psychotherapy professional qualification * registered with a recognised professional body * Hold professional indemnity insurance * Previous experience in wellbeing administration in higher education, with a knowledge of wellbeing processes and procedures.   **DESIRABLE**   * Experience of working with SIMS, e-vision or similar student records system * Evidence of working under pressure in a customer focused environment, and a strong understanding of how to offer sustained high levels of service to a diverse range of customers |
| **KNOWLEDGE/SKILLS** | * A demonstrably high level of personal discretion and judgement especially when dealing with sensitive or confidential information * Very strong organisational skills with the ability to work proactively to identify and resolve problems * Excellent communication skills. * Ability to manage own time on multiple projects. * Ability to work within professional boundaries. * Excellent organisation skills and ability to prioritise own workload. * Consistent attention to detail. * Good oral communication skills. * IT literate with a sound knowledge of Microsoft Office, especially Excel spreadsheets * Ability to meet deadlines and react positively to pressure. |
| **PERSONAL CHARACTERISTICS** | * Excellent interpersonal skills. * A pro-active and positive approach. * Able to empathise. |