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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
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| **KEY EXTERNAL CONTACTS** | * Disability Needs Assessors
* External Providers (for specialist support).
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| **OVERALL JOB PURPOSE** | * To assist the Wellbeing Team with its daily operations.
* To assist the Disability and Inclusion function of the team.
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| **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.
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| **KPIs** | * Student Feedback
* Administrative concerns
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| **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
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| **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.
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| **PERSONAL CHARACTERISTICS** | * Excellent interpersonal skills.
* A pro-active and positive approach.
* Able to empathise.
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