



LISTENING EAR
someone to talk to

Domestic Abuse Counsellor (Warwickshire) including SALARIED FREE TRAINING and supervised placement hours to deliver counselling in schools and community locations to children and young people aged 4+ [\(PLEASE READ LINKED DOCUMENT\)](#)

Job title:	Domestic Abuse Counsellor (Warwickshire)
Salary:	NJC Scale 6 SCP 18 to SO 1 SCP 25 £25,419 to £30,095 (dependent on qualifications and experience in line with LE's pay structure)
Employer:	Listening Ear (Merseyside) - abbreviated as LE below
Accountable to:	Team Leader
Contract:	Part-time, sessional, fixed-term, permanent or freelance candidates will be considered. Freelance rates are £33.15 per session including all associated administrative duties and travel time.
Hours:	Full or Part-time
Location:	Homeworking and within community or school locations as often as is required. Infrequent but some requirement to attend our HQ in Merseyside for induction and training.

1. Key Working Relationships

- LE's SMT, Staff, Bank Workers and Volunteers
- LE Referral agencies and external stakeholders
- LE's Clients & Beneficiaries

2. Job Purpose

- To support children, young people and adult victim survivors of Domestic Abuse through the provision of a counselling service
- To support improvements in children, young people and adult's mental health through the provision of a counselling service
- Following completion of in-house training, be able to provide activity-based therapy or counselling for anyone aged 4+ and be able to take a family approach if required.
- To be able to adhere to LE's process maps, policies and procedures accurately across services.
- To use information gathered through the assessment process to develop appropriate support plans for presenting issues.
- To use LE's CRM system accurately and effectively to complete full referrals, clinical assessments, case notes, communications, outcomes and evaluations.
- To identify and manage risk/safeguarding in line with LE's policies & procedures.
- To work with a wide range of presenting issues.
- To develop and deliver psycho-educational group work as required.
- To be in a position to provide referral and assessment 'appointments'.
- To actively participate in LE meetings & clinical and management supervision.
- To keep up-to-date with changes in practice and participate in training and education identified as part of supervision and/or professional and personal development plan.

- To ensure good liaison exists between self and relevant external agencies including attendance at external meetings where necessary or the submission of timely reports.
- To undertake administrative and clerical tasks

3. Overview of Responsibilities

Maintaining an Accessible Service

- Accurately complete all records, in accordance with the DPA/ GDPR
- Be responsible for liaising with staff/volunteers and other referring bodies

Premises and Physical Resources

- Ensure the proper maintenance and security of premises and equipment
- Take personal responsibility of own H&S at work and that of other people

Information Management and Technology

- Maximise the use of IT systems and Lamplight (LE internal digital case management system.)
- Highlight any gaps in IT knowledge within supervision so that LE can provide appropriate training

Communications

- Act as LE ambassadors at all times and raise any concerns regarding LE directly with line managers
- Develop positive long-term relationships with stakeholders
- Provide written reports, case studies and information as requested
- Ensure good liaison exists between self, external agencies and clients, attending essential external meetings
- Communicate clearly and appropriately with internal colleagues, including volunteers and to actively promote a positive team environment

Quality Assurance

- Adhere to BACP Ethical Framework
- All counsellors will be members of BACP, hold the Certificate of Proficiency, be on the BACP Register of Counsellors and Psychotherapists and achieve BACP accreditation within 2 Years of being eligible to apply or have equivalent accreditation by an alternative accrediting body
- Work with a wide range of people and problems
- Work within professional guidelines
- Follow LE's robust systems, policies and procedures at all times which provide safe and effective client care and that minimises risk
- Engage with the organisational system for reporting and learning from critical incidents
- Actively participate in regular clinical and line management supervision
- Provide evidence of current working knowledge of Safeguarding/ Child Protection and Risk Procedures and attend mandatory annual Safeguarding/ Child Protection training to update this knowledge

Service Development

- Keep up-to-date with changes in practice and undertake training/ education identified in supervision and/or professional and personal development plan
- Work with colleagues to develop services in partnership with relevant agencies

General

The post-holder will be expected to undertake duties relating to the work of LE as appropriate to the grade of this post or as delegated. The job description is not exhaustive and will be subject to adjustments in relation to the needs of a developing service and the skills and experiences of the post holder.

Person Specification

No	Criteria	Essential	Desirable
1	Diploma in Counselling or equivalent	E	
2	Member of BACP	E	
3	Hold the BACP Certificate of Proficiency, be on the BACP Register of Counsellors and Psychotherapists	E	
4	Within two years of employment with Listening Ear if eligible, be working towards BACP accreditation or be accredited		D
5	Minimum 100 supervised client hours	E	
6	Experience of supporting victim survivors of Domestic Abuse		D
7	Experience of processing counselling referral information within a database system		D
8	Experience of triaging counselling referrals		D
9	Experience of conducting initial assessments		D
10	Experience of providing advice and guidance		D
11	Experience of onward signposting, making onward referrals or working multi-agency		D
12	Experience of creating support plans for clients	E	
13	Experience of delivering whole family approaches or working multi-agency for the benefit of clients		D
14	Evidence of continuing CPD	E	
15	Evidence of training in CBT		D
16	Experience of delivering psychoeducational groups and or family work		D
17	A willingness and an ability to travel to all service locations within Warwickshire as directed by LE (we are recruiting across the County and will aim to allocate clients as closely to you as possible)	E	

Person Specification: General Criteria for Listening Ear Employees

1	Experience of working on own initiative in a supportive environment	E	
2	Excellent administrative skills, with the ability to prioritise work and to manage a number of cases and priorities	E	
3	Flexible working across a range of duties and across our range of opening hours including evenings and weekends if required	E	
4	Excellent team working and communication skills both verbally and in writing	E	
5	A positive contributor to achieving team goals	E	
6	Demonstrate excellent knowledge of safeguarding and child protection practices and also ability to provide support to staff and volunteers	E	
7	A calm approach to problem solving and to working in a busy office environment	E	
8	A willingness to undertake training as required	E	
9	Strong ethical values, personal integrity and the ability to work within the principles of confidentiality	E	
10	An understanding and commitment to a client focused approach	E	
11	An awareness and understanding of diversity and equality issues and work in a non-judgemental way with people from all backgrounds	E	

12	Evidence of resilience and experience of working on own initiative with minimum of supervision, with the ability to remain professional under pressure	E	
13	Excellent IT skills with the ability to effectively complete impact monitoring systems and to create professional reports for external agencies	E	