

JOB TITLE	Telephone/ Virtual Counsellor
LOCATION/DEPARTMENT	Mental Health (Home based)
REPORTS TO	Senior Mental Health Therapist
DIRECT REPORTS	None

MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

To provide counselling virtually either by telephone or video platform to clients and manage caseload of clients.

KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)

- Undertake accurate assessment of risk to self and others, in doing so to correctly manage and escalate any identified risk.
- Through supervision and case management to escalate cases where the level of need becomes beyond the scope of your role or more severe in presentation.
- Adhere to the service referral protocols. Under supervision signpost unsuitable referrals to the relevant service as necessary.
- Deliver a high quality service in line with the BACP code of practice and ethical guidelines

GENERAL:

- Work within a collaborative approach involving a range of relevant others when indicated.
- Maintain a competent level of continued professional development (CPD).

To adhere to all company policies at all times.

- Contribute to the development of best practice within the service.
- All employees have a responsibility and a legal obligation to ensure that information processed is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

PERSON SPECIFICATION

(E) Essential (D) Desirable

Education and Qualifications:

- Suitable qualified counsellor Diploma level four or above (E)
- Accredited with BACP (E)
- Minimum of two years experience of telephone counselling (E)
- Evidence of continues professional development (E)

Experience & Knowledge:

- Experience in the Corporate Market (D)
- Experience of the Occupational Health and Healthcare Insurance Markets (D)
- Previous experience working in public and private healthcare (E)
- Computer literate (E)
- Experience of working remotely (D)

Skills & Abilities:

- Ability to work within a team to achieve the best outcomes for your patients
- Ability to work under supervision
- Ability to communicate effectively with internal and external customers verbally and in writing
- Ability to time manage to meet agreed deadlines in a demanding environment
- Ability to provide detailed reporting to the client on patient progress using standardised report templates and the company database
- Ability to demonstrate an understanding of the client and its needs
- A good of understanding of clinical governance

ENHANCED DBS CHECK REQUIRED:

Yes

ORGANISATION CHART

Date: June 2022