

**Next Link Service Job Description**

**Post: Female Counsellor**

**Responsible to: Next Link Senior Services Manager**

**Hours: 22.5 per week or 37.5 house per week**

**Salary: Pt 23, 30,151 pro rata**

**JOB PURPOSE:**

This post will be based within Next Link Domestic abuse services providing one- to-one counselling to female survivors who are or have accessed Next Link Plus Bristol’s accommodation or community services.

**DUTIES AND KEY RESPONSIBILITIES:**

* To co-ordinate and provide one-to-one confidential counselling to female survivors over the age of 18 who have experienced domestic abuse.
* To manage a caseload of clients and providing both time limited and longer term sessions as required;
* To ensure that the counselling provided is delivered to a high standard, in accordance with BACP’s Ethical Framework for Good Practice and under appropriate clinical supervision.

* To use a trauma informed approach to counselling, contributing to a safe and ethical counselling service for the clients of Next Link Plus.
* To undertake Initial Clinical Assessments
* Identifying clients who may be at risk, drawing appropriately on internal and external resources to minimise and contain these risks within Next Link’s Safeguarding Policies.
* To liaise closely with the clients support worker or IDVA in Next Link plus where necessary.
* To liaise closely with the clients children’s support workers, play workers or play therapist in Next Link plus where necessary.
* To monitor and evaluate client satisfaction with the service provided; assist in the production of statistical information monthly, quarterly and annually;
* Ensuring the confidentiality of client information is maintained, in accordance with Next Link’s Confidentiality Policy.
* Respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all..
* To work within Next Link framework for equal opportunities and anti-discriminatory practice
* To undertake any other duties that may be agreed from time to time to assist in the running of Next Link Plus.

**Partnership working and representing Next Link**

* To promote the work of the organisation and the counselling service to survivors, other Next Link teams, external agencies and other partners.
* To work as part of a multi-agency team within Next link Plus to advocate for women who have experienced or are experiencing domestic abuse.
* Act as a representative and ambassador of Missing Link, Next Link and Safe Link at internal and external meetings, as required; promote the organisation through building professional links with outside bodies as appropriate.

**Safeguarding and protection from abuse**

* To make sure that client welfare is ensured in accordance with Next Link Safeguarding policy and the Local Safeguarding Children Board/Safeguarding Adults Board policies and procedures.
* To ensure that a high standard of information and advice is provided to all those affected by domestic abuse.
* Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.

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| * Observe the organisations Health & Safety Policy and Procedures and at no time act in a way which might jeopardise the health or safety of any client, employee or visitor. Ensure H&S measures are implemented and observed. * Safeguard the welfare of children, young people and adults at risk; working within Missing Link’s safeguarding policies, South West Child Protection Procedures and local procedures for safeguarding adults at risk. Monitor all safeguarding concerns and ensuring appropriate referrals to First Response/Care Direct are made. Ensure staff have the appropriate training and understand their responsibilities in this regard. |
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* To escalate to management any cases where there are ongoing safeguarding or risk management concerns.
* To follow the Lone Working Policy and Procedure

**Administration and Record keeping**

* To maintain accurate, confidential, and up to date records and to undertake necessary administrative tasks as required by Next Link.
* Undertaking administrative tasks and maintaining full records and receipts for all activities.
* Maintaining confidential, accurate and up to date case notes and records in line with relevant Next Links’ policies and procedures.
* Comply with data protection legislation, confidentiality and information sharing policies and procedures and all legislation connected to your work
* To undertake training as required
* To contribute to the ongoing monitoring and evaluation of the counselling service, including accurate updating of database systems

**GENERAL RESPONSIBILITIES**

* To uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
* To publicise the support available to women, children and men at risk of domestic abuse
* Observe the organisations equal opportunities, confidentiality, data protection policies.
* To actively promote equality, diversity and inclusion, ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
* Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures.
* Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.
* To undertake personal development and training as appropriate

***It is essential to the development of our service delivery that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time, with the job description being subject to review and periodic amendments.***

***Missing Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.***

***Missing Link is committed to Equal Opportunities.***

***\*Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement.)***

**Person Specification: Safe House Play worker**

\*This post is Exempt Under Schedule 9(1) of the Equality Act 2010

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| Skills and Ability | Essential | | Desirable |
| The ability to build rapport quickly with women participating tin the service | **✓** | |  |
| Organisational skills and the ability to prioritise work on a daily basis | **✓** | |  |
| Ability to apply trauma informed and person centred practice | **✓** | |  |
| To have excellent organisational, time management and administrative skills with the ability to prioritise work on a daily basis | **✓** | |  |
| The ability to work as part of a team and on one’s own initiative, without day to day supervision | **✓** | |  |
| Ability to adapt to changing situations and environments and deal with difficult/crisis situations | **✓** | |  |
| To have a professional approach and be able to maintain appropriate boundaries | **✓** | |  |
| Ability to liaise effectively with internal and external partners to meet the needs of service users | **✓** | |  |
| Ability to maintain the highest levels of confidentiality | **✓** | |  |
| Ability to maintain IT systems and keep accurate and up to date records in line with GDPR | **✓** | |  |
| Strong commitment to anti-oppressive and inclusive practice | **✓** | |  |
| Experience and qualifications | Essential | | Desirable |
| A recognised qualification in counselling (a minimum diploma level) | **✓** | |  |
| Experience of at least one year of working with survivors of domestic or sexual abuse or vulnerable people. | **✓** | |  |
| Current BACP or UKCP membership and to work within the BACP ethical Framework | **✓** | |  |
| Experience / Qualification in remote counselling, alongside having a confidential space and technical setup to work from in line with BACP best practice guidance for remote counselling. |  | | **✓** |
| Experience of conducting risk/needs assessments & management of plans and safeguarding | **✓** | |  |
| Experience of routine monitoring and ability to meet agreed service targets |  | | **✓** |
| Experience of working with a diverse range of people, including those that face extra barriers to support and safety | **✓** | |  |
| Knowledge | Essential | | Desirable |
| An understanding of and a commitment to the principles and values of Next Link | **✓** | |  |
| An understanding and awareness of the needs of women, men and children of all ages who have experienced domestic abuse |  | | **✓** |
| An understanding and knowledge of child protection and safeguarding and the ability to work within national, local and organisational guidelines |  | | **✓** |
| Knowledge of the impact of Domestic abuse on women and children |  | |  |
| A working knowledge of safeguarding and crisis management |  | |  |
| Other | Essential | | Desirable |
| An understanding of Equal Opportunities principles and anti-discriminatory practice | **✓** | |  |
| Ability to work flexibly to meet client needs | **✓** | |  |
| Evidence of professional and personal development and training | **✓** | |  |
| An enhanced DBS (Disclosure and Barring Service) disclosure will be required for this role | **✓** | |  |
| Experience of working with interpreters |  | **✓** | |