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|  | **JOB DESCRIPTION & CANDIDATE SPECIFICATION** |

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| **POST** | Counselling and Mental Health Officer |
| **DEPARTMENT** | Student Services |
| **CAMPUS** | Richmond upon Thames College |
| **SALARY** | £32,071.55 - £33,857.70 per annum pro rata inclusive of LW dependenton qualifications and experience. Business Support Scale SO2 |
| **HOURS** | 36 hours per week. Term time over 40 weeks per year. |

**THE COLLEGE**

Richmond upon Thames College is a successful College of General Further and Higher Education committed to the highest possible standards of teaching and learning, pastoral support and personal development. Based in Twickenham, South West London, we offer our students an extensive range of academic and vocational full-time and part-time courses within an effective learning community.

**JOB PURPOSE**

To support student success and retention by delivering high quality counselling and mental health services, including short term supportive interventions for students experiencing a range of psychological and emotional difficulties.

* Manage a caseload of students requiring ongoing assistance, providing time limited counselling, support, signposting and regular review of individual needs. To be able to offer this service remotely (via telephone/video call) in addition as required.
* Supporting the Lead Counsellor with comprehensive assessment of students at the point of application or referral to the service.
* Offer support and/or guidance to students regarding self-care and raise awareness of the service through the promotion of positive mental health and via a range of activities and events, accessible to the student population.
* Support the Lead Counsellor with the development of new initiatives and ways of working to meet the changing needs of students, including delivering workshops, campaigns and linking with and developing referral pathways to external agencies/organisations.
* Support the Lead Counsellor in providing training, advice, information and guidance on mental health-related issues for staff and deliver skills-based training, e.g. active listening, to help them support students.
* Support the Lead Counsellor with selection and recruitment of student placement volunteers.
* Working with wider staff, provide resources, information, advice and support on student

mental health to contribute to the College’s Tutorial provision.

* Working closely with Tutors, Student Experience and curriculum staff, identifying appropriate support interventions through assessment of student need, including whether an urgent response / external referral is required.
* Develop and maintain effective relationships with the NHS, Mental Health Support Teams, community-based services and external agencies to provide appropriate support, intervention and where appropriate, care packages in the community.
* Establish and facilitate peer SEMH support groups and liaise with curriculum teams regarding ongoing support needs for students who disclose a mental health need.
* To keep up to date with current mental health and counselling related national policies.
* Maintain accurate student case records with appropriate levels of confidentiality and provide regular statistical data/reports on all service usage activity.
* Participate in regular supervision as a part of case management and review processes.
* Regularly review, monitor and evaluate the effectiveness of the service in order to continuously develop in innovative ways.
* Raising awareness of the service encouraging students to access the support.
* Comply with and contribute to college safeguarding policy and procedures, including the promotion of the welfare of children and vulnerable adults. Act as a member of the Safeguarding team, ensuring identification and escalation of safeguarding issues as appropriate.

**GENERAL DUTIES**

* To promote the safeguarding and welfare of children and vulnerable adults amongst staff and students within the area of responsibility.
* To undertake all duties and responsibilities in accordance with College policies inclusive of Equal Opportunities, Data Protection, Child and Vulnerable Adult protection, Quality and Financial regulations and to report any concerns to the appropriate person.
* To participate actively in the performance management scheme and attending reviews and undertaking Staff Development as required.
* To work safely, consider the safety of others and work within the guidelines stated in the College Health and Safety Policy.
* To work flexibly, this will include evenings and possibly weekends.
* To undertake any other duties commensurate with your level of responsibility as may be required by the College Leadership Team.

**EXPECTATIONS FOR ALL STAFF**

All members of staff at the College are expected to be:

# Responsive & Adaptive

Responsive to change, creating new opportunities for meeting new challenges

# Creative, imaginative and entrepreneurial

Innovators and commercially aware

# Collaborative

Promote ‘team-ship’ through collaboration and taking pride in their work and the College

# Passionate professionals

Role models committed to continually improving themselves and ultimately the experience and success of our students

# Accountable

Understand the impact of (and take responsibility for) their actions upon College stakeholders

**CANDIDATE SPECIFICATION**

The successful candidate will fulfil the following essential requirements, and will also ideally hold the expected attributes

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| **Experience & Qualifications** | **Essential** | **Desirable** | **Likely to be****assessed by** |
| A relevant degree or a relevant professional qualification in Counselling to level 5 or above |  |  | AF |
| Eligibility for or working towards accreditation by the British Association of Counsellors & Psychotherapists or similar professional body. |  |  | AF |
| Strong track record of working in the field of mental health and well-being. |  |  | AF/I |
| Experience of counselling young people in an educational setting |  |  | AF |
| **Skills & Abilities** |  |  |  |
| Excellent communication and interpersonal skills |  |  | AF/I |
| The ability to relate to, communicate effectively with, and counsel students, including 16-18 year olds and those with additional learning needs, and to monitor their progress. |  |  | I |
| The ability to critically assess your own thoughts and values and be a reflective practitioner |  |  | I |

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| The ability to work in a team as well as on own initiative |  |  | I |
| Patience, sensitivity, empathy and a non-judgmental attitude |  |  | I |
| Ability to build a relationship of trust and respect with clients |  |  | I |
| Ability to work across the College and liase effectively with members of staff, both teaching and non-teaching (to include staff training) |  |  | I |
| A flexible and adaptable approach to work |  |  | I |
| Well-developed IT skills |  |  | I |
| High level of organising and administrative skills, and a readiness to carry out admin and student support/tracking duties consistently and to a high standard. |  |  | I |
| **Knowledge & Understanding** |  |  |  |
| Have a knowledge of and be committed to the principles of equality and diversity |  |  | I |
| Be committed to the implementation of the college’sHealth and Safety policy and other key policies |  |  | I |
| Knowledge of legislation and issues relating to mental health and mentoring/resilience support. |  |  | I |
| Up to date knowledge of all aspects of safeguarding young people and vulnerable adults and the Prevent Agenda. |  |  | I |

AF – Application Form I – Interview PE – Practical Exercise(s)

**CONDITIONS OF SERVICE**

The appointment will be subject to suitable references, medical clearance, enhanced certificate from the Disclosure and Barring Service (DBS), evidence of eligibility to work in the UK and evidence of qualifications.

All of the above checks must have been completed **before** the start of the employment.

Confirmation of appointment is subject to the satisfactory completion of a nine-month probationary period.

This job description/candidate specification is subject to periodic review.