



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Counsellor
Reports to:	Welfare Manager
Location:	Birmingham, travel to Manchester required
Department:	Welfare

2. ABOUT THE ROLE	
What you'll be doing?	The post holder will be responsible for their own clinical practice, including professional development. They will contribute to the operational development of the service and support the wider work of the Counselling Service within colleges, departments and external services.
Key Responsibilities	<ul style="list-style-type: none"> • To provide counselling, with the core model being either psychodynamic or cognitive behavioural using a flexible, pragmatic approach to adapt models as required in brief counselling interventions. The minimum number of 'contact hours' would be 5 hours in an average 8 hour day. • To manage and deliver a range of therapeutic activities including individual and group therapy as well as psycho-educational or themed based workshops. • To conduct initial assessment of students including those who present with multiple and complex problems; to identify those at risk of academic or psychological breakdown, risk of suicide or self-harm, risk of developing a mental illness and decide on appropriate action. Following assessment to select a therapeutic approach relevant to the needs of individual students, or to refer to specialist services where available. • To manage a caseload of student work, continue to determine levels of student risk, take responsibility for defining the length of the therapeutic activity and define and manage an appropriate counselling relationship compatible with the intended length of work. • To manage the case load within the Ethical Framework of the British Association for Counselling and Psychotherapy and to preserve the confidential nature of the service provided to individuals while responding appropriately to the institution's duty of care to others. • To identify and provide appropriate therapeutic interventions to students from diverse cultural backgrounds. • To maintain up-to-date, professional clinical notes, correspondence and records, as well as fulfil the administrative requirements of the service. • To actively develop and facilitate the psycho-educational work of the Welfare Service to promote

	<p>positive student mental health, well-being and emotional resilience.</p> <ul style="list-style-type: none"> • To contribute to the educational and training role of the service throughout QAHE; offering consultancy to those in defined welfare roles to support their work with students and in managing those who have mental health problems; working collaboratively with all stakeholders policies to facilitate student well-being and to enhance the quality of the student experience. • To develop and deliver a variety of presentations on the work of the Counselling Service or student mental health issues to QAHE staff. • To keep abreast of currently available self-help materials, and to design such materials where appropriate. • To attend weekly team meetings, take part in case discussions and take an active role in service and team development by, for example, taking responsibility for the development of a theme at specific meetings. • To engage in formal structures for reflective practice e.g. clinical supervision • To keep abreast of new counselling theories, techniques and evidence-based practice. To contribute to the development of counselling and psychotherapy by taking an active role in local and national meetings of relevant bodies. • To undertake such other appropriate duties as the Welfare manager should from time to time determine.
KPIs & SLAs	<p>Providing monthly reports on uptake of Counselling Service</p> <p>Responding to stakeholder enquires within 24 hours</p>
Key Working Relationships	<p>Registry, Programme administration, ACE team, Library, Skills Coaches, Student Services, Finance, Recruitment, Admissions, Conversions, Partner University Welfare teams, Employers (DAs)</p>

3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> • Excellent communication and networking skills that establish trust and credibility with students and staff at all levels • Evidence of the ability and skills to maintain emotional resilience to cope with the high demand and work pressures of an extremely busy counselling service. Evidence of excellent oral and written communication and presentation skills. • Able to use office IT systems, particularly Microsoft Excel, PowerPoint and Word, and with the potential and motivation to use new IT tools
Your Experience	<ul style="list-style-type: none"> • Substantial experience of delivering individual, psychodynamic and/or cognitive behavioural counselling/psychotherapy for a range of psychological problems and at significant depth.

	<ul style="list-style-type: none"> • Experience and ability of adapting a therapeutic model to a brief approach. • A detailed and contemporary familiarity with issues facing students in Higher Education. • Experience and active interest in working within a multi-disciplinary team, particularly one where both psychodynamic and cognitive behaviour approaches are widely practised and shared. • Experience of incorporating evidence on best practice into clinical work and training courses.
Your Knowledge	<ul style="list-style-type: none"> • A detailed and contemporary familiarity with issues facing students in Higher Education
Your Qualifications	<ul style="list-style-type: none"> • Applicants must have British Association for Counselling and Psychotherapy Individual Counsellor Accreditation / UKCP Registration or equivalent body e.g. Chartership with the British Psychological Society (BPS); Registration with the Health and Care Professions Council (HCPC) in the case of a Psychologist, qualified as a Clinical or Counselling Psychologist.
What you'll bring to QA	<ul style="list-style-type: none"> • excellent communication skills • the ability to engage and motivate students • problem solving skills to introduce new ways of working • experience of managing a fluctuating and often demanding workload • skills of persuasion and influence

4. ABOUT QA	
About us	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p>Why we do learning</p> <p>For over 30 years, we've worked in technology - where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p>
We promise to be	<p>Bold</p> <ul style="list-style-type: none"> ○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards. ○ We contribute (insightfully) to the debate inside and outside QA. ○ We move. Quickly. We respond to your needs - fast. <p>Collaborative</p> <ul style="list-style-type: none"> ○ We spend time getting to know you - our learners and our customers - to earn your trust. ○ We connect a solution to your problem - we have tonnes of different services to help you. ○ We're the positive person who actively gets stuck in to solving problems. <p>Progressive</p> <ul style="list-style-type: none"> ○ We embrace change - and support it. ○ We challenge ourselves to use the latest technologies and methods - no matter how out there. ○ We're curious - about what you do, about what the person next to you does, about our customers and our learners.

<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years)- with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme
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