

JOB DESCRIPTION

Job Title:	Counsellor
Job Reference:	LIB813
Campus:	Hendon
School / Service:	Library and Student Support
Grade:	Grade 7
Salary Range:	£37,530 - £43,111 per annum pro rata (inc Outer London Weighting)
Period:	Permanent
Reports to:	Student Mental Health Manager
Reports to Job Holder:	Associate Training Counsellors (Voluntary)

Library & Student Support (LSS) provides a wide range of support services to students including Library & IT Support, Student Information & Advice, Wellbeing Services, Learner Development, Preessional Programmes and the Museum of Domestic Architecture.

The Wellbeing Service combines a number of services to deliver holistic support for students, including:

- **Disability and Dyslexia Support** – Providing assessment of needs for students with disability, dyslexia or other learning difficulties along with practical support for students and Schools to ensure that disability does not create an obstacle to learning. Includes the management of the North London Regional Access Centre
- **Student Mental Health** – Provides individual support frameworks for students presenting with mental health issues and provides practical advice and guidance to School and Service colleagues on identifying and making appropriate referrals for students with mental health concerns
- **Student Counselling** – Provides individual support sessions to students dealing with immediate crisis or longer-term difficulties affecting their life in general or University life specifically and provides a wide range of group workshops

Overall Purpose:

The post-holder will provide a professional service to students seeking support in dealing with a crisis or immediate concern, getting support with longer term difficulties or getting information and access to specialist help and other resources to enable them to make a smooth transition into higher education and encourage academic progress and student retention.

The post-holder will take a proactive approach to supporting students and will positively contribute to the promotion and development of the service to enhance the student experience. They will liaise with the Student Mental Health Manager and other Wellbeing Services Team colleagues to provide integrated support to students within the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy

Principle Duties:

1. To deliver individual counselling sessions and group workshops to students on a range of support topics in line with the student cycle, ensuring compliance with professional standards and ethics at all times
2. To undertake psychological assessment for clients in order to help them identify and solve problem
3. To diagnose clinically significant disorders as appropriate and to help the client determine and pursue the most appropriate treatment plan (including more specialist help, e.g. from a psychiatrist).
4. To provide support for academic and service staff in through effective frameworks and referral mechanisms for dealing with student problems
5. Attend counselling team meetings to discuss policy, share information, clinical casework and provide mutual support, and contribute to the ongoing review, evaluation and development of the Counselling Service
6. Support the training and professional development of the Associate Training Counsellors, offering supervision for those on placement in the service as agreed
7. Attend regular clinical supervision as agreed with the Student Mental Health Manager
8. Participate in professional development which enhances the expertise of the Counselling team and the Service
9. To keep thorough, accurate and up to date client case notes to ensure compliance with the BACP Framework, professional standards and the Data Protection Act
10. To actively participate in formal peer supervision meetings, and liaise with colleagues informally on a case by case basis, to ensure high professional standards and ethics, and compliance with competency frameworks
11. To routinely monitor and review your own casework to ensure compliance with professional ethics and standards, and to take responsibility for deciding when to invoke peer or management supervision in order to address difficult ethical dilemmas or exceptionally complex cases
12. To organise and prioritise your own student caseload, taking into account your students' needs and any urgent action required
13. To organise and prioritise your availability for student appointments, drop-in sessions and workshops, ensuring an appropriate service level is maintained at all times
14. To understand and implement the Service's Code of Confidentiality and make appropriate and timely decisions to breach the code in cases where individuals might be at risk of harming themselves or others and to invoke emergency procedures or referrals where necessary, ensuring that duty of care responsibilities are met at all times
15. To make appropriate and timely referrals to other University support services, or external agencies
16. To act as a University expert in matters relating to student counselling
17. To undertake regular training and continuing professional development in order to keep abreast of changes and developments in the field of counselling, and to ensure compliance with professional competency frameworks and best practice
18. To understand the University's obligations and responsibilities under the Disability Discrimination Act and to act in accordance with the Act when a client discloses a disability, liaising with the Disability Service as required
19. To create and deliver presentations and workshops to a range of audiences at across the University at departmental training days or similar University events to raise awareness of the service and appropriate referral mechanisms
20. To offer advice and guidance to prospective students and potential applicants at University open days, or similar University events to ensure that student concerns do not unnecessarily inhibit decisions to enrol at Middlesex University or impede widening access and participation

21. To contribute to the writing and production of a range of publications and guidance for students and staff, including material for print and online channels, to ensure the availability of relevant and accessible information on a range of student wellbeing issues
22. To collaborate with colleagues across the Service and University on projects as agreed with the Head of Wellbeing Services
23. To contribute to discussions relating to student feedback, including NSS, to analyse the feedback and make recommendations on service improvements
24. To forge and maintain excellent working relationships with colleagues across the University to ensure effective negotiation on behalf of individual students where appropriate, and influence University policy and decision making where matters of student wellbeing are at stake
25. To work collaboratively within the Wellbeing Services team and play a proactive role in the development of the service, contributing to the formulation and revision of policies, procedures and operational matters, to ensure high service standards at all times

PERSON SPECIFICATION

Job Title: Counsellor
Campus: Hendon
Grade: 7

The successful candidate should be able to clearly demonstrate the following key skills, knowledge and behaviours necessary for the role:

Essential:

- A degree or equivalent professional qualification
- Recognised counselling or psychotherapy training eligible for BACP accreditation
- An experienced practitioner, with significant relevant and recent experience of supporting clients with emotional wellbeing or mental health issues, preferably in an HE environment
- Detailed and current knowledge of counselling best practices and referral systems relating to external agencies
- Well developed client interview skills, case working skills and the ability to maintain boundaries and professional ethics within a confidential setting
- Proven ability to keep thorough and accurate client case notes and ensure compliance with confidentiality policies, professional standards and the Data Protection Act.
- Excellent organisational skills and flexibility in order to manage variable workloads, work effectively under pressure and meet deadlines.
- Competent IT skills including confident use of email, MS Office and internet
- An understanding of and commitment to, the importance of equality of opportunity within a student support service setting
- Resilience and the ability to perform consistently well in an environment where the pace of work is demanding and pressured
- The ability to remain calm, functioning and professional in an environment where clients are frequently distressed, vulnerable, aggressive or at risk
- To have evidence of continuing ability to learn

Desirable:

- A good understanding of the HE student life cycle and of issues related to study at a UK University
- Experience of providing counselling within an HE environment
- Experience of offering professional supervision to training counsellors

- Hours:** 17.75 hours per week for 52 weeks per annum; actual daily hours by arrangement. Some flexible working involving weekend or evening work will be required
- Leave:** 30 days annual leave plus seven extra University days and all Bank Holidays (Pro Rata).
- Flexibility:** Please note that given the need for flexibility in order to meet the changing requirements, the duties / location of this post and the role of the post-holder may be changed after consultation.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders.

Information on public transport to Hendon can be found here:

<https://www.mdx.ac.uk/get-in-touch/directions-london>

This post is exempt from the Rehabilitation of Offenders Act 1974 and requires a Disclosure and Barring Service certificate. You are therefore required to disclose details of any criminal record. ALL criminal convictions, cautions, reprimands or final warnings, even if they would otherwise be regarded as spent under this Act must be disclosed, as well as any other information that may have a bearing on your suitability for the post, including pending prosecutions.

The University will apply for a DBS certificate before your appointment is confirmed.

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

The post-holder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations

Middlesex University is working towards equality of opportunity. Flexible working applications (including part-time working) will be considered.

What Happens Next?

If you wish to discuss the job in further detail please contact Leah Madnick on (020) 8411 5583 or by email at L.madnick@mdx.ac.uk.

If selected for interview, you will hear directly from someone in the School / Service / Campus, usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.