

JOB DESCRIPTION

JOB TITLE:	Counsellor
BAND:	Band 6
DEPARTMENT:	Tower Hamlets Talking Therapies
DIRECTORATE:	Specialist Services
REPORTING TO:	Senior Clinician
ACCOUNTABLE TO:	Clinical Lead

JOB SUMMARY

The post-holder will provide individual and group counselling interventions for clients with mild to moderate common mental health problems as appropriate to meet service user needs. They will monitor their performance and outcomes in conjunction with the stream lead.

The post-holder will be BACP/UKCP registered/accredited and is required to be eligible and willing to undertake the NHS Talking Therapies training in Counselling for Depression if requested. The post holder will implement a stepped care approach to clinical practice and will work with clients who present with depression and anxiety for which Counselling is demonstrated to be clinically effective and appropriate.

A percentage of the post-holders' clinical contact hours will be filled with triage assessments. The number of triage assessments required per week will be specified by line managers/clinical lead. Assessments may be face-to-face or via telephone or other communication mediums that are approved by your line manager/clinical lead

The post-holder will work with people from different cultural backgrounds and ages, using interpreters when necessary and may work in various community settings, including GP surgeries and other community settings.

We offer hybrid working and currently require a minimum of one working day a week at our office or designated East London Trust Foundation community sites. This is subject to change and you may be required to work on site more than one day a week in the future, with appropriate notice.

The post-holder will be required to:

- Offer 1:1 and group brief counselling interventions which may be face-to-face, via telephone or on online using Teams.
- Work their hours flexibly, to include one late night clinic to 7pm, as agreed with the line manager.
- Book 25 hours of clinical contact appointments per week for a 1.0 WTE (37.5 hours per week) with the expectation of a minimum of 20 hours attended clinical contacts per week. Clinical contacts include treatment and triage assessments.
- Collect and record on IAPTus specified NHS Talking Therapies (previously IAPT) outcome measures at assessment and every treatment session.

- Competently use an electronic patient information and recording system such as IAPTus for recording of all assessment, treatment and supervision sessions, to include inputting clinical outcome measures, recording risk assessment and risk management plans, problem descriptors, and all other specified fields as required by the service and your line manager.
- Engage with regular clinical, case-management and line-management supervision as specified by your line manager and clinical lead. All supervision will be conducted by a suitably qualified and experienced clinician/manager, employed and supplied by East London NHS Foundation Trust.
- Undertake additional tasks as requested by the post-holders' line manager/clinical lead in connection with the provision of an efficient and efficacious NHS Talking Therapies service to the residents of Tower Hamlets in accordance with National Guidance and Requirements.

KEY RESPONSIBILITIES

1. Conduct comprehensive triage assessments via the telephone and face to face, working with interpreters when required, adhering to the department's referral protocols and dispersing patients onto relevant interventions within the service, the relevant partner agencies, back to the referral agent, secondary care mental health services & social care agencies, as necessary.
2. Conduct risk assessments, prepare risk management plans and initiate appropriate action where indicated (including referrals to relevant secondary care services, safe guarding etc.).
3. Deliver brief counselling interventions (individual and groups) at Step 2/2.5 ensuring implementation of best practice and monitoring of outcomes and recovery rates.
4. Ensure the counselling pathway is utilised appropriately within the service i.e., for those patients who have not reached recovery after Step 2 PWP interventions or those patients who may need an alternative approach to CBT such as Step 3 CBT, IPT, DIT etc., including diagnosis specific groups.
5. Take responsibility for promoting access to the services provided, including the promotion of self-referral and treatment options delivered by the model in the service.
6. Use the IAPTus system provided by Mayden Health Ltd to record clinical contact details, clinical records, outcome data, problem descriptors, risk assessment and risk management plans and progression through the care pathway.
7. Ensure that people under your care are receiving treatment which is appropriate to the stepped care framework, stepping up or down as appropriate.
8. Adhere to the service's operations manual and other relevant protocols and procedures as directed by your line manager.

9. Take personal responsibility for achieving agreed clinical activity relating to the number of therapy contact hours per week as agreed within the Job Plan for the post.
10. Actively contribute to and support the integration of clinical governance in the service, focussing specifically on the Counselling element.
11. Communicate with clients from different cultural backgrounds showing an understanding and responsiveness to cultural sensitivities, beliefs, customs etc. and demonstrate the ability to work with interpreters and advocates effectively.
12. Responsible for recording, monitoring and reporting on clinical work and communicating complex clinical information to a variety of recipients, both verbally and in writing.
13. Be able to work autonomously in a variety of work contexts.
14. Ability to organise own workload efficiently and effectively, working with the service's policies and the effective use of IAPTus.
15. Contribute to policy or service developments in line with clinical governance and service objectives.
16. Contribute to the service development, by promoting the service and engaging with partner agencies, GP's, statutory and voluntary sector organisations, in order to reach communities who are under-represented e.g., Over 65's, LGBT clients, etc.
17. Ensure that client confidentiality is protected at all times.
18. Exercise personal responsibility for the systematic clinical governance of own professional practice.
19. Proactively take responsibility for attending supervision, case management and line management regularly, participate in objective setting, performance reviews and respond to agreed objectives.
20. Take personal responsibility for achieving agreed clinical activity relating to the number of therapy contact hours per week.
21. Be aware of and comply with the policies, procedures and standards of service, as required by THTT and the East London Foundation Trust organisation.
22. Develop and engage in your own CPD, including active engagement in and use of clinical supervision, to maintain high standards of clinical interventions.
23. Attend and fulfil all the requirements of the NHS Talking Therapies approved training/workshops in line with identified professional objectives, in order to maintain BACP/UKCP accreditation.
24. Provide and receive highly complex information (related to mental health and counselling to individual, groups of service users, relatives, carers, members of the public and professionals).

25. Develop and maintain close professional therapeutic relationships with Service Users using advanced psychotherapy skills to bring about lasting psychological change.
26. Provide consultation to and communicate as appropriate with external agencies (including housing, police, local authority, employers, employment support workers etc.).
27. Proactively develop robust professional relationships with the Primary Care team (e.g. General Practice staff) supporting the active integration of counselling provision into primary care.
28. Develop and maintain good professional relationships with mental health workers in primary and secondary care.
29. Have specialist theoretical and practical clinical knowledge person centred counselling or equivalent.
30. Have knowledge, training and experience in disorders common in primary and secondary mental health care sufficient to identify, provide preliminary education to the Service User and direct the Service User to clinical resources where counselling is not the optimum intervention.

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
	To maintain the confidentiality of all personal data processed by the

General Data Protection Regulation (GDPR)	<p>organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
Risk Management	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
Personal and Professional Development/Investors in People	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

PERSON SPECIFICATION

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BAND:	Band 6
DEPARTMENT:	Tower Hamlets Talking Therapies
DIRECTORATE:	Specialist Services
REPORTING TO:	Senior Clinician
ACCOUNTABLE TO:	Clinical lead

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	Diploma in Person Centred Counselling or equivalent	E	S/I
	Accredited with the BACP/UKCP or Eligible for accreditation with the BACP/UKCP, within the next 6 months	E	S/I
	NHS Talking Therapies 'Counselling for Depression' Training	D	S/I
Experience	Experience in delivering a variety of counselling interventions, within Primary Care Services or equivalent short term therapy Services.	E	S/I
	Experience in conducting triage and assessments and identifying an appropriate treatment intervention and plan.	E	S/I
	Significant experience of delivering counselling to patients who have had common mental health difficulties, specifically depression.	E	S/I
	Experience of 'partnership working'	E	S/I
	Experience of using IT system (preferably IAPTUS) for Clinical case recording, case management and supervision	E	S/I
	Experience of developing and running groups at Step 2 /2.5 level within a Primary Care Service.	E	S/I
	Experience of working with a multi –cultural client group and working with interpreters.	E	S/I
	Experience of implementing service policies and procedures	D	S/I

	Involvement in clinical audit and research programmes.	D	S/I
	Experience of working in communities and GP surgeries	D	S/I
	Experience of working in NHS Talking Therapies Service.	D	S/I
Knowledge and Skills	Skills in assessment and management of risk and the ability to generate a risk management plan and take appropriate action, as indicated by the service policies.	E	S/I
	Ability to develop good therapeutic Alliance with client.	E	S/I
	Ability to work within a team and foster good working relationships	E	S/I
	Ability to work under pressure	E	S/I
	Ability to liaise and network with a wide range of organizations.	E	S/I
	Good IT skills, including word processing and patient administration systems.	E	S/I
	Excellent verbal and written communication skills.	E	S/I
	Knowledge of different models of mental health/mental illness	E	S/I
	Knowledge of legislation and its implications for clinical practice, in relation to Mental health, safeguarding etc.	E	S/I
	Knowledge of NHS policies, procedures and guidelines	E	S/I
	Knowledge of working with diversity and knowledge of working with black, minority ethnic groups	E	S/I
	Knowledge of outcome measures and their use for clinical and audit purposes	E	S/I
	Knowledge of medication used common mental health problems, especially depression.	E	S/I
	Demonstrates an understanding for the need to		

	use evidence based psychological therapies and how it relates to this post	E	S/I
Other	Ability to meet agreed/specified service targets	E	S/I
	Ability to manage own caseload and time	E	S/I
	Able to work flexibly to fulfil service requirements including evening work.	E	S/I
	Ability to be self- reflective in supervision, looking at self in process and in relation to own personal & professional development.	E	S/I
	The ability and skills to act as an advocate for the new service, to engage and foster good professional relationships with all health professionals in promoting the good integration of this service with the wider health care system.	E	S/I

S: Shortlisting I: Interview T: Test