



## ROLE PROFILE

**Job Title:** Specialist (Counsellor)

**Department:** Re-Connect

**Job Holder:**

**Date:** April 2021

### 1 MAIN PURPOSE OF THE ROLE

The post holder will provide counselling for Wise Group customers and take referrals from Wise Steps and allocate them to self and trainee counsellors, while co-ordinating between Wise Group colleagues, referrals and customers.

### 2 SCOPE OF ROLE (Key Accountabilities)

- Provide person centred counselling activities to customers;
- Coordinate the delivery of the counselling service, ensuring sufficient coverage of counsellors to meet customer demand;
- Develop relationships with colleagues who will refer customers into the programme;
- Work in partnership with the Strategic Development business partner to negotiate commercial terms for referral organisations;
- Grow the footprint of the programme, in line with the enterprise's strategy;
- Support counsellors and customers in a variety of areas, to encourage and empower them to engage in activity which will improve their future opportunities;
- Provide a professional and excellent standard of service achieving quality and customer satisfaction objectives;
- Build positive relationships and communicate effectively with internal and external partners to maximise the impact of the counselling;
- Contribute as part of the team and support colleagues to achieve Strategic Business Unit (SBU) goals.

The post holder will:

- Create a safe and trusting environment to successfully deliver the counselling service;
- Maintain all associated administrative paperwork and electronic records relating to the contract;
- Support the growth of the SBU in line with the strategic plan, including supporting the submission of tenders and funding applications by providing operational assistance and specialist expertise and insight;
- Prepare documents, presentations and other materials using established formats;
- Analyse, present and draw conclusions from straightforward data identifying trends and patterns.

### 3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

- Experience in working in a counselling environment;
- Fully qualified counsellor and member of BACP or equivalent governing body;
- Have an external qualified supervisor who is a member of BACP or equivalent body;

- Personal experience or knowledge of the challenges faced by those with addiction, mental health challenges, trauma, loss, grief, bereavement and other emotional challenges;
  - Excellent verbal and written communication skills to ensure effective reporting and customer service;
  - Experience of case management and enthusiasm and passion for the role;
  - Effective interpersonal and relationship building skills;
  - Effective in the use of technology, relevant systems and key software packages;
  - Analytical and problem solving capability;
  - Ability to use initiative and judgement to resolve problems;
  - Ability to plan or schedule work and respond to changing pressures or requirements.
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#### **4 ADDITIONAL REQUIREMENTS**

- A full driving licence and the use of a car would be advantageous due to extensive travelling covering a large geographical area;
- Subject to an Enhanced Disclosure check, although it is expected that some applicants will have a previous criminal record;
- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, customers and colleagues;
- Role model for Equality, Diversity and Inclusiveness;
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework;
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication.