

Job Description and Person Specification



Job Description

Job Title	Counsellor
Grade	6
Service	Occupational Health, Safety and Wellbeing Service
Reports to	Herninder Khangura
Location	Thomas Yeoman House, Canal Basin Coventry
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

The provision of a full counselling service to employees of Coventry City Council and external organisations, assisting in the development of the service having regard to the City Council's policies and procedures.

Main Duties & Key Accountabilities

Core Knowledge

1. Undertake counselling for employees as required.
2. Offer practical information and advice to assist in resolving problems, where appropriate.
3. Develop and maintain links with outside agencies where this can benefit employees.
4. Ensure that reporting arrangements to service areas are effective.
5. Undertake visits to employees either at home or on site, when appropriate.
6. Deliver regular training programmes; assist in their development and evaluation.
7. Maintain and analyse statistical data as required by the Service/Council
8. Represent the Service where appropriate.
9. Provide professional support, supervision, training and appraisals of students as required.
10. Contribute to the management of mental wellbeing in the workplace as required
11. Participate and contribute in the development of the Service and related policy procedures and practice.
12. Inform the Service Manager/Occupational Health and Counselling Team Leader of any issues which require direct involvement of the service.

13. Keep clinical records to the required standard and write reports and briefing notes as required.

14. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Employees from contracted organisations	Internal All Coventry City Council Employees
--	--

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

None

Person specification

Job Evaluation Code	
Knowledge	
A variety of counselling disciplines, such as CBT, Person Centred and Transactional Analysis,	
An in-depth knowledge of a broad range of problems, including mental health, alcohol abuse, relationships, stress.	
An in-depth knowledge of all agencies to which clients may be referred, including CAB, RELATE, Alcohol Advisory Service, Community Drugs Team, and the Mental Health Team.	
Issues of race, gender, disability, sexuality, age and an understanding of the impact of prejudice and harassment.	
Awareness of relaxation techniques.	
Experience counselling a variety of clients on a range of problems/issues	
Experience of mediation, focus groups and team building	
Skills and Abilities	
To undertake an assessment of an individual's problems and develop the most effective course of interaction with them.	
To develop and maintain relationships with a range of significant professionals.	
To communicate effectively with all tiers within Coventry City Council and external organisations	
To develop and deliver training courses and presentations on a range of topics including stress, mental wellbeing	
To carry out one-to-one and group relaxation sessions.	
Be able to analyse and interpret complex written information.	
To remain calm and objective in crisis situations.	
To provide support, advice or counselling on a range of complex and sometimes contentious issues.	
To arbitrate, negotiate and mediate when necessary.	
To monitor and review work plans with the minimum of supervision.	
To maintain effective recording and admin systems.	

Qualifications
Minimum diploma in person centred counselling
Special Requirements
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
Well-developed skills in empathy and rapport building
There may be occasions when it is necessary to respond to employees in crisis

Date Created		Date Reviewed	April 2022
---------------------	--	----------------------	------------

