



Coventry City Council

## Job Description

<b>Job Title:</b>	Counsellor	<b>Job Number:</b>	
<b>Service:</b>	Occupational health, Safety and Wellbeing Service	<b>Post Number:</b>	
<b>Location:</b>	Thomas Yeoman House, Canal Basin, Coventry CV1 4LY	<b>Grade:</b>	6

### 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.

### Job Purpose

Responsible the Occupational Health and Counselling Team Leader for the provision of a full counselling service to employees of Coventry City Council and external organisations, and assist in the development of the service having regard to the City Council's policies and procedures.

### Duties and Responsibilities

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.

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The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

**Responsible to: Occupational Health and Counselling Team Leader**

**Date Reviewed: April 2022**

## Person Specification

<b>Job Title:</b>	Counsellor	<b>Job Number:</b>	
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<b>Location:</b>	Thomas Yeoman House, Canal Basin, Coventry. CV1 4LY	<b>Grade:</b>	6

<b>Knowledge:</b>	<p>A thorough understanding of:</p> <ul style="list-style-type: none"> <li>• A variety of counselling disciplines, such as CBT, Person Centred and Transactional Analysis,</li> <li>• An in depth knowledge of a broad range of problems, including mental health, alcohol abuse, relationships, stress.</li> <li>• 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.</li> <li>• Issues of race, gender, disability, sexuality, age and an understanding of the impact of prejudice and harassment.</li> <li>• Awareness of relaxation techniques.</li> </ul>
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<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• To undertake an assessment of an individual's problems and develop the most effective course of interaction with them.</li> <li>• To develop and maintain relationships with a range of significant professionals.</li> <li>• To communicate effectively with all tiers within Coventry City Council and external organisations</li> <li>• To develop and deliver training courses and presentations on a range of topics including stress, mental wellbeing</li> <li>• To carry out one-to-one and group relaxation sessions.</li> <li>• Be able to analyse and interpret complex written information.</li> <li>• To remain calm and objective in crisis situations.</li> <li>• To provide support, advice or counselling on a range of complex and sometimes contentious issues.</li> <li>• To arbitrate, negotiate and mediate when necessary.</li> <li>• To monitor and review work plans with the minimum of supervision.</li> <li>• To maintain effective recording and admin systems.</li> </ul>
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<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Counselling a variety of clients on a range of problems/issues</li> <li>• Working with external agencies</li> <li>• Mediation</li> <li>• Focus groups</li> <li>• Team building</li> </ul>
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<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Minimum diploma in person centred counselling</li> </ul>
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<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• 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).</li> </ul>
	<ul style="list-style-type: none"> <li>• The ability to travel quickly and efficiently to sites within the City</li> </ul>
	<ul style="list-style-type: none"> <li>• Well-developed skills in empathy and rapport building</li> </ul>
	<ul style="list-style-type: none"> <li>• There may be occasions when it is necessary to respond to employees in crisis</li> </ul>