

Support Services Counsellor

Job Summary:	<p>We are looking for a qualified counsellor who will provide bereavement counselling and psychological support to people living with, or affected by, a brain tumour across the Yorkshire region.</p> <p>This is an exciting time for the charity, with ambitious plans to grow the support offered, as well as to reach further across the region to ensure equal access for all.</p> <p>The Support Services Counsellor will be a key part of the Support Services Team, enabling us to provide more psychological support, as well as driving development of new services in local areas.</p>
Responsible to:	Charity Manager
Salary	£27,500 - £30,000 dependent upon experience
Hours:	37.5 hours p/w (27 days holidays per annum + bank holidays)
Contract:	Permanent
Location:	Office is based at 31 Otley Road, Headingley, Leeds LS6 3AA This role will involve travel across the Yorkshire region

Principal Responsibilities

Support Services
<ul style="list-style-type: none"> • To provide face to face counselling for people living with, or affected by, a brain tumour across the Yorkshire region. • To carry out initial assessments of those presenting with bereavement and or psychological issues, deliver person centred/humanistic counselling and evaluate progress. • To organise and refer to other counselling support where a specialist may be required. • To act as a role model to colleagues in the assessment, planning, delivery and evaluation of effective psychological care and support. • To provide pre and post bereavement psychological support as required. • To undertake continual risk assessment and risk management for all referred clients. • To work within the procedures, protocols and guidelines of BTRS and adhere to the BACP Ethical Framework for Counselling Professionals.

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- To work with our Support Services Coordinator to ensure the continued provision and growth of the BTRS telephone and email support clinic.
- To provide information and signposting on a range of specified issues.
- To work in a variety of settings and locations to deliver counselling in the community across Yorkshire, in clinics and at our hub, No 31 Otley Road.
- To assist in the coordination and support of our existing Support Group and Meet Up & Memories Group (bereavement support), participating and attending meetings as required.
- To maintain and develop relationships with our current external counselling provision.
- To work with the Support Services Coordinator and Charity Manager to ensure appropriate referrals to counselling and other therapies, working as an MDT to identify further emotional and psychological needs and agree appropriate support planning at weekly meetings.
- To be available to support staff and volunteers in issues relating to bereavement and loss experienced due to the nature of their work.

Services Development & Administration

- To work with the Support Services Co-ordinator to develop an effective telephone support line to enable better access for people across the region.
- To work with the Support Services Coordinator to maintain and develop links with other Yorkshire based services that can help our patient group and set up signposting links.
- To develop networks and links across Yorkshire to access the use of rooms and spaces for you to undertake face to face counselling, ensuring we are delivering support directly into communities across the region where a need has been identified.
- To identify opportunities to develop support services within local communities, including provision of counselling, a range of support groups, peer networks and other therapies to meet needs; developing and implementing services to grow our outreach and networks across Yorkshire.
- To develop and facilitate increased support services at our hub at No 31 Otley Road, including drop in mornings/days, counselling and other holistic therapies.
- To identify areas of need within the brain tumour community and report to the Charity Manager to enable development of new services and support.
- To communicate with, and maintain, professional links with relevant outside agencies.

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General

- Undertake own administrative tasks, with support from the Administrative Assistant as required.
- To maintain adequate records of clinical work, completing the electronic database system as per BACP standards of record keeping and in order to provide statistical information to assist in the evaluation of services provided.
- Provide letters and written reports to referrers as required.
- To engage with managerial and clinical supervision on a regular basis.
- Ensure the maintenance of high standards of practice according to the policies of BTRS and the professional and accrediting body (BACP) and operate within the Ethical Framework for Counselling Professions.
- To be aware of individual specific responsibilities in respect of Safeguarding in relation to the role.
- To participate in the development and review of BTRS standards and policies.
- Work with the Marketing Officer to participate in the production and review of appropriate patient and public information materials.
- Be a source of relevant information for patients and staff.
- Build a relationship of trust and respect with those we support.
- Listen to concerns of those we support, empathise with them and help them to see things more clearly or in a different way.
- Contribute to, facilitate, and attend BTRS support events and occasional fundraising events, where appropriate.
- To be aware of current research findings and incorporate them into practice when appropriate.
- To participate in the audit of practice and standards in liaison with the Charity Manager to ensure best practice is maintained.
- As part of your CPD we will require you to attend brain tumour conferences and staff training days.

This Job Description is not intended to be exhaustive and it remains subject to change at any time to meet the changing needs of the charity.

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Person Specification

Knowledge & Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Diploma/degree in counselling • Full UKCP or HCPC Registration/BACP Accreditation • Significant post qualification counselling experience • Experience of triage and screening referrals • Specific training and experience in bereavement work with adults and children • Strong organisational, planning and prioritisation skills Competent with IT, in particular Microsoft Office • Experience of using a database • Experience in the delivery of telephone and face to face counselling • Experience of providing information and signposting in a supportive context • Excellent communication skills, both written and verbal • Experience of engaging with patient groups and have an understanding of their needs in a sympathetic, supportive and confidential manner • High standards of care, accuracy and attention to detail 	<ul style="list-style-type: none"> • Risk assessment management • Experience of Microsoft 365 • Experience of Microsoft Dynamics • Experience of providing clinical supervision • Awareness of GDPR • Interest and enthusiasm for the charity's strategy and objectives • A shared commitment to our culture and values • Experience of working within the charity sector • Experience of collaborating with health, education and social work professionals • Experience of working with volunteers
Personal Characteristics	
<ul style="list-style-type: none"> • Ability to manage emotions with families and individuals who may be bereaved, have a loved one living with a brain tumour or have just received a diagnosis. • Reliable and enthusiastic individual with a pro-active approach to providing support 	

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- Ability to confidently work as part of a team or individually
- Exceptional engagement skills and enjoys working with people
- Self-motivated and committed to providing an accessible service
- Willingness to understand the needs of the brain tumour community across the region
- Flexible approach to working in a very varied role
- Ability to work unsociable hours with a flexible approach to working hours, including evenings and weekends, for which time off in lieu will be given
- Smart appearance
- A full UK driver's licence access to a car for work use as the role will involve regular travel across the Yorkshire region

About Brain Tumour Research and Support Across Yorkshire

Background

Founded in 2003 and originally named Andrea's Gift, Brain Tumour Research and Support Across Yorkshire (BTRS) is Yorkshire and Humber's leading brain tumour charity. Offering practical, financial and emotional support to both adult and child brain tumour patients, together with their families.

At BTRS we are a small team who are growing to meet the needs of those affected by a brain tumour in Yorkshire. Around 12 new cases of primary brain tumour are diagnosed in the region every week.

Brain tumours are the biggest cancer killer of our children and the under 40's. Yet, brain tumour research receives less than 2% of national cancer research funding. We are dedicated to funding brain tumour research in Yorkshire; we hope this research, dedicated to identifying new approaches to the discover and treatment of brain tumours, will improve outcomes for patients.

Our Mission

We are a Leeds based charity funding brain tumour research in and supporting people across Yorkshire affected by a brain tumour.

Our Vision

We want to cure a devastating disease that affects so many people. Whilst we are waiting for a cure, we will provide the best patient and family support network in Yorkshire.



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Our Key Aims

Loving support: we offer an open door to a community who has been through this before

Loving research: we fund next generation research because we want to find a cure

Successful candidates will be invited to a formal Interview on **Tuesday 31st March 2020**.

You can request an application pack from Marie Peacock, Charity Manager by email:
info@btrs.org.uk or call 0113 340 0111.

To apply please return your completed application form and signed GDPR consent form with a cover letter to info@btrs.org.uk

Deadline for applications: 12noon on Monday 23rd March 2020.

Application Feedback

Unfortunately, due to the large number of applications we receive, we are unable to provide feedback to those applicants who are rejected prior to interview.