

**Newham and Tower Hamlets Talking Therapies**

**Clinical Counsellor**

**Job Description and Person Specification**

**Job Title** Clinical Counsellor – Talking Therapy Services (P/T, x2 roles)

**Grade** NJC scale point 14-20, currently £29,048 - £32,010 FTE per annum inclusive of Inner London Weighting.

**Accountable to:** Counselling Operations Director

**Supervised by:** Senior Counselling Coordinator

**Location:** Tower Hamlets/Newham

**Hours:** Part time, hours negotiable

This service will include remote and face-to-face counselling and staff will be required to be available 1 evening per week.

**Background Information**

Mind in Tower Hamlets, Newham and Redbridge (MindTHNR) has a strong reputation for delivering good quality counselling services for over 30 years, achieving positive recovery outcomes.

This is a BACP accredited service and operates using a volunteer counselling placement model alongside paid clinical counselling staff.

This contract forms part of Tower Hamlets Talking Therapies (THTT) and Newham Talking Therapies (NTT) delivered in partnership with NHS East London Foundation Trust (NHS ELFT) and operates within an IAPT framework adhering to NICE guidelines and a stepped care approach. The service contract has national KPI’s that include recovery rates, waiting times, and access targets.

**Management Structure**

Timeline

Description automatically generated

All Mind in Tower Hamlets, Newham and Redbridge staff are accountable to the CEO. The Clinical Counsellor will be supervised by the Senior Counselling Coordinator for Talking Therapy Services (as well as receiving external clinical supervision) who reports to the Counselling Operations Director.

**Overall, Purpose of the Post:**

ELFT have a partnership with Mind in Tower Hamlets, Newham and Redbridge (MindTHNR) to provide brief counselling (Step 2 and 3) and bereavement counselling service for THTT and a counselling service (Step 2) for NTT, extending to group therapy interventions.

The Clinical Counsellor will be required to provide psychological interventions for people with mild to complex presentations (step 2-3) to Tower Hamlets and Newham residents. They will provide appropriate therapy to clients from a diverse range of backgrounds and support psychological wellbeing and clinical recovery. The post holder may be required to become involved in other projects within the service, such as group therapy and workshops and to work with others in areas of service development

1. **Key Responsibilities of Post**
2. Be responsible for carrying out

highly specialist

assessments of patients

in Syhleti

based

upon the

appropriate use, interpretation and inte

gration of

data from a variety of sources. This includes

interviews with referrers, medical/psychiatric notes and clinical assessment carried out directly with

the patient. This information will be used to

formulate a preliminary psychological hypothesis

drawing on highly specialist knowledge of theory in order to decide whether or not the patient is

appropriate for the service. This information will then be communicated sensitively back to the

referrer/pati

ent, suggesting an alternative treatment plan with another service if appropriate.

2.

Evaluate and make decisions about treatment options, taking into account both theoretical and

therapeutic models and highly complex factors concerning historical, developme

nt and cultural

processes and systems which have shaped the individual, family or group and will facilitate a

collaborative working relati

onship with the client and a mutually agreed treatment plan.

3.

Implement a range of specialist psychological interventio

ns, employing methods based on proven

efficacy, for individual clients, couples and groups, employed singly and in combination, adjusting

and refining psychological formulations as practice and experience demand. These formulations will

be derived from a b

road theoretical knowledge of psychology and enable the use of a number of

provisional hypotheses to be maintained at one time

4.

Communicate across language and cultural barrier

s, adapting the application of

Western

psychological models sensitively

and worki

ng

for sustained periods of time by communicating with

patients, through professional interpreters, bilingual assistant psychologists or advoc

ates. This will

involve working

with

interpreters

if

needed

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5.

Be responsible for recording, monitoring and reportin

g on clinical work and communicating complex

clinical information to a variety of recipients, e.g. service users, GPs, orally, in writing and/or

electronically.

6.

Undertake risk assessment and risk management for relevant individual clients and to provide

ge

neral advice to other professionals on psychological aspects of risk assessment and management.

7.

Responsibility for making clinical allocation decisions following triage assessments by other clinical

staff members.

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Responsibility for making clinical allocation decisions following triage assessments by other clinical

staff members.

* 1. Evaluate and make decisions about treatment options, considering both theoretical and therapeutic models and highly complex factors concerning historical, development and cultural processes and systems which have shaped the individual, family or group and will facilitate a collaborative working relationship with the client and a mutually agreed treatment plan.

* 1. Implement a range of specialist psychological interventions, employing methods based on proven efficacy, for individual clients and groups. Adjusting and refining psychological formulations as practice and experience demand. These formulations will be derived from a broad theoretical knowledge of psychology and enable the use of a number of provisional hypotheses to be maintained at one time.

1. **Clinical** 
   1. Adhere to an agreed activity job plan relating to the number of client contacts offered, and clinical sessions carried out per week in order to minimise waiting times and ensure treatment delivery remains accessible and convenient to service users.
   2. Work closely with other members of the team ensuring appropriate step-up and step-down arrangements are in place to maintain a stepped care approach.
   3. Communicate across language and cultural barriers (bilingual counselling or through an interpreter if required), adapting the application of psychological models sensitively and working for sustained periods of time by communicating with clients. In line with the demographic of the local area, an ability to speak the primary languages spoken in these borough’s would be highly valued, although not essential.
   4. Be responsible for recording, monitoring, and reporting on clinical work and communicating complex clinical information to a variety of recipients, e.g., service users, GPs, orally, in writing and/or electronically. We use the IAPTUs Monitoring system – Training will be provided, however previous experience is desirable
   5. With support from the Senior Counselling Coordinator undertake risk assessment and risk management for relevant individual clients and to provide general advice to other professionals on psychological aspects of risk assessment and management.
   6. Responsibility for making clinical allocation decisions following triage assessments by other clinical staff members.
   7. :

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7.

Responsibility for making clinical allocation decisions following triage assessments by other clinical

staff members.

* 1. To work with the Counselling Team to coordinate and deliver periodic training or workshops for counsellors according to service needs as part of their continuous professional development and to promote team building
  2. To develop, plan and deliver group therapy sessions as agreed with the Counselling Service Manager to support clients.

1. **Non – Clinical:** 
   1. Use a broad theoretical knowledge base and specialist clinical skills to develop and support the skills of other team members as appropriate.
   2. Be responsible for providing a psychological perspective/psychological expertise for primary care teams
   3. Develop and support the psychological work of health and non-health staff in practices by offering consultation on cases of concern.
2. **General Duties**
   1. To support service monitoring and patient feedback mechanisms in partnership with the management team and NHS ELFT partners.
   2. To work with the Senior Counselling Coordinator and Partners to identify gaps in service and to promote alternative solutions.
   3. To promote the service to other professionals, GP’s, IAPT providers within Tower Hamlets and Newham
   4. To develop the profile of services in Tower Hamlets and Newham by maintaining close links with referral sources in particular local GP’s
   5. To take measures to increase the accessibility of the service, by targeting under-represented groups in Tower Hamlets multicultural community. To promote cultural awareness and sensitivity in the process of service delivery
   6. To ensure the service is operating within the BACP code of Ethics and Practice and complies with the BACP Quality Standards
3. **Duties required of all Mind in Tower Hamlets, Newham and Redbridge employees**
   1. To work unsocial hours as required, evening and weekends as the service needs are identified and cover required
   2. Undertake the induction programme as devised
   3. Participate in staff meetings, team meetings, supervision meetings, appraisals, consultancy, training, team development sessions, working groups and other meetings as required, reporting back as required
   4. To be administratively self-servicing, with good organisational skills
   5. Carry out other duties consistent with the post
   6. Share responsibility for the effective use of systems and procedures for service users, finance, staff communication, and dissemination of good practice and effective working methods within Mind in Tower Hamlets, Newham and Redbridge.
   7. Share responsibility for health and safety practices, safeguarding or suicidal risk and reporting any concerns to line management and taking immediate action as required
   8. Undertake all duties in accordance with Mind in Tower Hamlets, Newham and Redbridge’s policies, with particular reference to the Equal Opportunities and Health and Safety policies, and work towards their continuing development and implementation.

**This job will be reviewed periodically in line with the organisation’s Business Plan. Mind in Tower Hamlets, Newham and Redbridge aim to reach agreement on changes, but if agreement is not possible, Mind in Tower Hamlets, Newham and Redbridge reserves the right to change the job description**



**Person Specification – Clinical Counsellor (Talking Therapy Services)**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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|  | | |
| **No** | **Qualifications** | **Essential/**  **Desirable** |
|  | To have a Psychotherapy or Counselling qualification to advanced Diploma Level or Degree level | E |
|  | Accredited membership of the UKCP / BACP or BCP or prepared to work towards this within the first 6 months in post | E |
| **Experience** | | |
|  | Substantial and demonstrable experience of at least 1 year’s clinical experience | E |
|  | Proven experience of working within at least 2 therapeutic modalities | D |
|  | Work in a multi-cultural setting including working with interpreters | E |
|  | Experience of the use of clinical outcomes measures, PHQ9 and GAD7, Core 10 | E |
|  | Experience of using IAPTus or similar patient database system | D |
|  | Previous experience of working in an IAPT service | D |
|  | Experience of delivering counselling within a short-term framework | E |
|  | Experience of engaging and communicating effectively with a diverse range of people, including clients, staff, and other professionals | E |
|  | Experience of keeping accurate records and writing clear and concise case notes, reports, and other forms of communication both internal and external | E |
|  | Experience of delivering, planning, and developing group therapy and workshops | D |
|  | Experience in facilitating case management with clinicians | D |
| **Skills and Knowledge** | | |
|  | Up to date and current professional knowledge | E |
|  | Up to date knowledge of current legislation | E |
|  | Ability to make clinically sound decisions appropriate to a range of situations | E |
|  | Ability to broaden the scope of counselling to reach all sections of a multi-ethnic community in a creative manner | E |
|  | Excellent IT skills and use of data management systems, in particular IAPTus or similar | E |
|  | Ability to work as part of a multi-disciplinary team | E |
|  | Ability to prioritise and manage own workload and use own initiative in identifying and solving problems | E |
|  | Excellent administrative skills and ability to be self-servicing | E |
|  | Ability to work flexibly and work unsocial hours, as required | D |
|  | Ability to work independently as well as part of a wider team | E |
|  | Ability and knowledge to provide case management and clinical supervision | D |
| **Personal Circumstance/Attributes** | | |
| 25) | Enthusiasm, Probity, Industriousness | E |
| 26) | Personal resilience and flexible attitude in the face of difficulties | E |
| 27) | High level of self-awareness – the ability to reflect on own practice and to share personal experience. | E |
| 28) | Commitment to personal development and willingness to regularly update skills and experience | E |
| 29) | A commitment to Equity, inclusion, and diversity | E |