

JOB DESCRIPTION

Job Title:	Bereavement Community Counsellor (Fixed Term Contract 1 Year)
Reporting to:	Lead Counsellor
Salary:	£18556.00 (22.5 hrs per week)
Place of work:	Venton Centre / Community Locations across Northamptonshire
Hours of work:	22.5 per week (to include Wednesday and Thursday)
Purpose of the role:	This is a community-based counselling role for a qualified counsellor who is passionate about delivering person centred high quality, counselling to adults across Northamptonshire who have been bereaved or who are anticipating the loss of someone significant to them. The postholder will manage a clinical caseload, undertake initial client assessments, assess risk and develop safety plans, facilitate bereavement support groups, and contribute to the development of Age UK Northamptonshire's Bereavement Community. The role will also support the recruitment, induction, training and day-to-day mentoring of student counsellors undertaking placement hours with the charity.
Main tasks and responsibilities:	Clinical Delivery and Group Work Providing individuals, and those important to them, affected by a specialist palliative or end-of life diagnosis, anticipatory grief counselling. Providing time limited counselling sessions for adults over 18 who have been bereaved. Facilitate individual client sessions face to face in community settings across Northamptonshire and, where appropriate, client's homes, or remotely by telephone or online. Management of own client caseload using appropriate therapeutic approaches and models for grief, loss, trauma and associated emotional difficulties. Facilitate informal and structured bereavement support groups in community venues across the county. Assessment, Referral and Partnership Working Undertake initial telephone assessments to establish client suitability, presenting needs, level of support required and identify risks. Provide information, signposting and referrals to appropriate statutory, voluntary and community services. Liaise with mental health, health, social care and other professionals where this is in the best interests of the client. Work alongside AUKN colleagues to provide holistic client support. Student Counsellor and Volunteer Support

Support the Lead Counsellor in the recruitment, induction, training and day-to-day mentoring of student counsellors undertaking placement counselling hours with the charity.
Work collaboratively with placement counsellors and volunteers to support safe and effective client work.
Contribute to a reflective learning culture for students, volunteers and colleagues.

Administration, Records and Monitoring

Ensure compliance with GDPR and Data Protection legislation.
Maintain timely, accurate, comprehensive and confidential clinical records using Microsoft packages and the charities data management system.
Maintain accurate referral, assessment, risk, outcome, and case management information.
Timely and accurate completion of monthly monitoring and outcome information as required by the service and project funders.

Safeguarding and Professional Practice

Adhere to AUKN organisational policies and procedures.
Ensure a timely and appropriate response to any safeguard concerns identified. Including assessment of risk, completion of safety plans and make appropriate escalations and referrals as required.
Maintain client confidentiality and appropriate professional boundaries.
Promote equality, diversity inclusion and anti-oppressive practice.
Participate in regular clinical supervision, line management and AUKN's appraisal system.
Attend relevant team meetings, counsellor discussion groups, development days and training.
Demonstrate a commitment to continuing professional development (CPD).
Undertake an Enhanced DBS check and other employment checks as required.

Working arrangements

The role is community based and requires regular travel across Northamptonshire.
Client work is delivered face to face in community settings or clients' homes, and remotely online or via telephone.
The post holder will be required to work flexibly to meet service requirements, including some evening and weekend provision.
The role balances direct client work, assessments, group delivery, administration and partnership working. This will require management of own workload effectively across clinical, assessment, group, administrative and community responsibilities.

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The post holder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The post holder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

PERSON SPECIFICATION

Bereavement Community Counsellor	Essential	Desirable
Experience		
Experience of counselling adults experiencing anticipatory grief and bereavement	✓	
Experience of client assessment, risk assessment and safety planning	✓	
Experience of managing a varied and complex clinical caseload and maintaining accurate records	✓	
Experience of counselling in person and remotely online via Teams / Zoom or telephone	✓	
Experience of facilitating therapeutic structured and unstructured bereavement support groups		✓
Experience of recruiting, training or mentoring student counsellors and volunteers		✓
Experience working with older adults, families, carers, complex grief or trauma		✓
Experience working in a voluntary or charitable organisation		✓
Knowledge / qualifications		
Qualified Counsellor to minimum Level 4 Diploma	✓	
Two years / 150 hours of supervised practice post qualification	✓	
Membership of a recognised counselling professional body, BACP, UKCP, NCPS or BPC	✓	
A good understanding of grief and loss theories	✓	
A good understanding of Safeguarding Adults with care and support needs.	✓	
Telephone and Online Counselling training.	✓	
A commitment to continuing professional development (CPD)		✓
Skills		
Excellent active listening, communication and interpersonal skills	✓	
Commitment to delivering high-quality, compassionate, person-centred bereavement services.	✓	
Ability to build therapeutic relationships whilst maintaining professional boundaries.	✓	
Ability to reflect on clinical work and use supervision effectively.	✓	
Strong organisational skills and ability to prioritise competing service demands whilst managing own case load.	✓	
Ability to work independently and contribute positively to a wider team.	✓	
Flexible, adaptable and responsive to service needs and demands.	✓	

Good IT skills, including Data Management Systems, use of Microsoft products (Word, Excel, and Teams), and Zoom.	✓	
Excellent telephone and digital communication skills.	✓	
Ability to respond appropriately to safeguarding concerns, assess risk and complete safety plans.	✓	
Other requirements		
Flexible approach to working hours.	✓	
Attendance at regular supervision as per professional standards.	✓	
A confidential home working space for remote online or telephone client working.	✓	
Full UK driving licence and access to a vehicle.	✓	
Commitment to equality, diversity, and inclusion.	✓	