

YOUR ROLE & TIER	Counselling & Assessment Officer;	YOUR LEADER	EH&W Lead
YOUR DEPARTMENT	Emotional Health and Wellbeing	YOUR BASE	Devonshire Resource Centre (working from home where necessary)
YOUR HOURS OF DUTY	18 hours per week	YOUR DAYS OF DUTY	3 days per week Hours set on a 2 week rota
*YOUR SALARY	£9.60 per hour	YOUR FUNDING SOURCE & LENGTH OF CONTRACT	Sub-contract Insight Healthcare 31st March 22

IMPACT OF YOUR ROLE ON LOCAL OLDER PEOPLE

You will ensure that people have access to right mental health support and therapy.

THE VALUES YOU WILL SHARE WITH ALL OF US



Friendly – we treat people with respect and courtesy



Professional – we are experienced and skilled in what we do



Locally focussed – our priority is the people of Wirral in their local communities



Changing lives – we make a difference through what we do and how we do it



Person-centred – we provide support tailored to each individual

WHAT YOU GET IN RETURN FOR WORKING FOR US

- Great terms and conditions, including:
 - Generous annual leave – pro rata minimum of 28 days FTE plus bank holidays
 - 3% pension contribution
 - Death-in-Service Benefit equal to one year's salary subject to eligibility criteria
 - Generous company sick pay scheme
 - Reimbursement of all travel expenses incurred in the course of work
- A culture which helps you to grow and develop through:
 - Supportive and inclusive work environment where everyone is listened to
 - Regular supervision and appraisal
 - Opportunity to truly make a difference in a person-centred organisation
 - Full Corporate Induction and access to ongoing learning and development
 - Being part of a quality organisation accredited by Investors in People

Bringing

Everyone's

Strengths

Together


YOUR ROLE

In the role of Counselling & Assessment Officer, you will:

- Work as part of a team and respond to monthly counselling referrals in a timely manner and coordinate assessments.
- Meet with clients and complete a full assessment to ascertain their needs and identify whether counselling is appropriate in their circumstances.
- Work with the Counselling Lead to ensure that the client is assigned to the most appropriate counsellor who can address their counselling and wellbeing needs.
- Maintain service records (hard copy and virtual) and undertake general administrative duties associated with the post and the smooth-running of the service.
- Recognise the importance of volunteer counsellors, support their learning and development and find ways to ensure that they are included in the development of the service and wider organisation.

BEING PART OF THE ORGANISATION

As colleagues, we all agree that we will work together by:

- Living the values of the organisation at all times.
- Recognising that change is essential to our growth and development.
- Looking for solutions and having a 'can do' attitude.
- Seeing ourselves as part of the bigger picture and playing our role in that wider team.
- Making sure that everything we do enriches the lives of local people.
- Looking after our own wellbeing and that of those around us.
- Cascading the culture of the organisation constantly.
- Always acting in the best interests of the organisation and local people.
- Ensuring safeguarding is always at the forefront of our minds.
- Being comfortable in raising issues and concerns and working together to find solutions.
- Recognising, celebrating and support the contribution that our volunteers make.
- Understanding the strategic direction of the organisation and playing our full part in that journey.
- Treating each other with respect.
- Contributing to ongoing development of the organisation.
- Always seeking to achieve the best impact through scarce resources.
- Adhering to the policies and procedures of the organisation at all times.
- Taking part in ongoing learning and development.
- Recognising that fundraising is a collective responsibility.
- Undertaking additional appropriate duties when requested and appropriate to grade and role.

PERSON SPECIFICATION

Age UK Wirral Staff are a diverse group of people, but they are all committed to delivering a service in line with our mission, values and golden threads.

This role requires the following skills/experience/qualifications in order to qualify for shortlisting:

- Currently volunteering with Emotional Health and Wellbeing team as a volunteer counsellor
- Membership of a recognized professional counselling body, such as BACP or NCS.
- A minimum of 100 hours practical counselling in a generic counselling role.
- Diploma in Person Centred Counselling/IAPT Qualification or equivalent qualification

OUR GOLDEN THREADS

We are united through our Golden Threads which mean that we all:

- Work together to make the best possible impact for local people.
- Work in a person-centred way, focussed on maximising people's strengths and assets.
- Keep focussed on local people across Wirral.
- Treat people as we would expect to be treated.
- Have a 'can do' attitude with a genuine desire to change people's lives for the better.
- Embed quality conversations with people, identifying people's goals and supporting them to achieve them, at the heart of what we do.
- Have high levels of personal integrity – we are open, honest and transparent.
- Embrace a learning culture where we improve from our mistakes.
- Embrace team working.
- Commit to working with people to empower them.
- Have good ICT skills to enable us work at our best.

This role description is intended as a summary of the main elements of your job described and may be amended from time to time, in consultation with you. It does not form part of your formal Terms and Conditions of Employment.

Date last updated

February 2021