

Role Profile

Job Title:	Sight Loss Support Services Delivery Counsellor and project lead	Grade:	
Department:	Sight Loss Support Services	Post No.:	
Business Unit:	Sight Loss Support Services	Location:	Harborne
Post Status:	Fixed term 6 months minimum	Hours Per Week:	21

Role reports to:	Manager of Sight Loss Support Services
Direct Reports:	Sight Loss Support team
Indirect Reports:	None

This role profile is non-contractual and does not form part of your contract of employment. It is provided for guidance only and will be updated and amended from time to time in accordance with the changing needs of the organisation and the requirements of the job.

Purpose of Role

The Sight Loss Support counsellor project lead will be responsible for ensuring the Focus Birmingham Sight Loss Support Services deliver a person centred high-quality counselling service. They will be responsible for ensuring the counselling service delivers the outcomes and outputs stipulated by Focus and their funders. The successful candidate will work as part of the Sight Loss Support team, within a local charity dedicated to support people living with visual impairments, and/or other disabilities.

The main aim of Focus Birmingham is to help make people's lives better, the successful candidate with work with us to achieve this.

Counselling support delivery

The Sight Loss Support counsellor will work with people on a 1-2-1 basis and in a group setting. They will hold sessions with individuals and groups in a safe and confidential environment, to encourage them to find their own way to make positive changes in their life.

Service Development including development of group support programme

The successful candidate will work with the Sight Loss Support leadership team to develop a group based support programme. This will involve developing clearly defined aims and objectives that directly support people to live happy healthy lives.

Relationships

You will work collaboratively, positively and widely with colleagues, the people we support including their support network, local partners and other external stakeholders including funders.

Key Accountabilities

Counselling support delivery

- Provide a 1-2-1 quality therapeutic counselling service to people living with sight loss and/or additional disabilities
- Provide own therapeutic supervision
- Making assessments of clients' presentations and emotional states.
- Delivering 1-2-1 counselling service within the service model
- Monitoring progress and making adjustments to the counselling as necessary

Service Development including development of group support programme

- To work with the sight loss support leadership team to develop the aims and objectives of the group counselling programme
- Facilitate and counsel within a group setting
- Support with the continued development of the counselling service
- To work with the sight loss support leadership team to identify area of development for the service and ways to grow the reach of the service
- To develop a set of how to guides for the people we support that focus on supporting people to support their mental health and wellbeing
- To work in collaboration with the Sight Loss Support Team to develop training for The Befriending service
- Delivers training/and of workshops to the Sight Loss Support Team

Relationships

- To work with the Sight loss support team including freelance counsellors to ensure service deliver quality standards are met
- To build effective relationships with the people we support including their support networks, staff teams, volunteers and stakeholders.
- Liaise with other professionals / agencies and develop relevant knowledge and skills appropriate to post
- Provides the Sight Loss support team with advice and guidance regarding the people we supports mental health and wellbeing

General responsibilities

- To undertake all work in accordance with the BACP Ethical Framework.
- To develop an understanding of the impact of sight loss
- Knowledge and experience to identify and assess risk
- Able to identify, understand and respond to the differential impact that disadvantage, inequality, stigma and discrimination have on individuals
- Keep confidential notes up to date and use systems as defined by focus Birmingham
- To ensure all Health and Safety, risk assessments and other statutory obligations are met.
- Maintain a caseload of individual clients in line with Service policies
- Contribute to a productive, collaborative and supportive team climate, while ensuring that high professional and ethical standards are set and kept throughout the counselling work of the Service.

Additional Requirements

- Deals with/resolves customer and volunteer queries.
- Adheres to all relevant Focus Birmingham policies and procedures, for example, Data Protection, Equal Opportunities, Confidentiality, Health & Safety, Complaints, and Safeguarding Adults.
- Ensure compliance with all audit, scrutiny and inspection requirements.
- Maintains an awareness of, and actively signposts people to appropriate Focus Birmingham's services.
- Attends and participates in training and meetings as required.
- Develop and maintain positive working relationships with colleagues, clients and external public and third sector groups alongside promoting good practice.
- Self managing and able to perform at a high standard with and without direct supervision.
- Carries out any other duties as reasonably requested commensurate with the requirements of the post / status.

Key relationships (internal and external):

- CEO
- Trustees
- Managers and Staff in the Charity
- Volunteers
- ICT Suppliers
- Key current and potential suppliers
- Third sector networks and other Local Authorities.

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	<ul style="list-style-type: none"> • Counselling Diploma • Minimum three years' experience within similar setting 	<ul style="list-style-type: none"> • Experience in group facilitation work • Postgraduate Diploma in Counselling or Psychotherapy, or professional-level CBT qualifications • Accreditation as a counsellor/psychotherapist with BACP, UKCP, BABCP, BCP or as a clinical or counselling psychologist with BPS is essential. 	
Job Competencies (knowledge, skills, abilities, experience)	<ul style="list-style-type: none"> • Experience of extensive 1-2-1 therapeutic work • Excellent written and verbal communication • Knowledge and experience to identify and assess risk • Excellent listening skills • Empathy and understanding • A non-judgmental approach • Ability to relate to and adapt communication style to a range of different people • Ability to cope with emotional situations • Must be self-motivated and a reflective practitioner 	<ul style="list-style-type: none"> • Understanding of third sector working • Experience of working with people affected by disabilities • Experience of offering individual counselling/therapy in a similar organisational context, and able to demonstrate a clear understanding of how this context impacts on therapeutic decisions 	

	<ul style="list-style-type: none"> • Ability to quickly build rapport with clients 		
Core Competencies	<ul style="list-style-type: none"> • Good IT skills including use of Microsoft office. • Commitment to providing a responsive service in line with the departmental and Charity-wide objectives • Ability to work proactively as a member of a team, to work supportively and effectively with colleagues. • Takes a proactive approach to meeting the needs of customers: • Presents alternatives wherever appropriate • Knows who their customers are 		
Other requirements			