### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Part-Time Student Counselling Caseworker</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Services (Student Counselling)</td>
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<tr>
<td>Grade:</td>
<td>RHUL 7</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Student Counselling</td>
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#### Purpose of the Post

The Counselling Service is part of the College’s Support and Advisory provision under the direction of the Director of Student Services. The Counselling Caseworker will be part of a team providing a professional counselling service to students of the College in line with the Counselling Service Mission Statement. The Caseworker will focus primarily on delivering 1:1 counselling to students. The work needs to be carried out efficiently and effectively to maximise resources to ensure students are offered appointments within a short time frame. The Caseworker will seek to perform ethically, safely and without unfair discrimination.

#### Key Tasks

- To work from a student-facing frame of reference to maintain and manage a client caseload on behalf of the Student Counselling Service.

- To deliver solution focussed one to one time limited counselling to College students in a flexible manner to suit the diverse needs of the student community. This short term counselling to be in line with the Student Counselling Service’s policies.

- To offer psycho-educational / skills workshops to students.

- To maintain an ongoing awareness of the needs of mature, overseas, minority ethnic group and LGBTQ students, in addition to students with disabilities. Ensuring anti-discriminatory practice in line with the College’s policies.

- Initiating referrals to appropriate medical services (consulting with colleagues where appropriate) for further assessment when significant signs of clinical illness are observed. Having awareness of safeguarding and a well-developed ability to assess risk.

- Helping to maintain the Department’s relationship with the other advisory & wellbeing services, as well as academic departments, from within the boundaries of ethical practice outlined within the BACP Ethical Framework.

- Understanding of internal referral procedures to other counsellors / associate counsellors / trainee counsellors where appropriate.
All tasks and responsibilities to be conducted with a high level of confidentiality and related ethical practices underpinned by the Values and Principles contained within the BACP Ethical Framework.

To keep appropriate professional records of casework which will remain property of the Student Counselling Service. These records will provide data for the maintenance of computerised records.

To arrange and attend appropriate counselling supervision (consultative support) and continuing professional development required as a fully accredited BACP member. The College will contribute towards this on a pro-rata basis.

To work with and assist the Student Counselling Co-ordinator in ensuring administrative tasks and duties are completed. To gain familiarity with office administration procedures in order to help support smooth running of the department.

To research and deliver CPD to other counsellors in the service occasionally as required.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.