# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Counselling Caseworker</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Advisory &amp; Wellbeing</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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<tr>
<td>Accountable for:</td>
<td>Delivering 1:1 counselling to students</td>
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## Purpose of the Post

The Counselling Caseworker will be part of a team providing a professional counselling service to students of the College. The Counselling 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

1. To manage a client caseload on behalf of the Student Counselling team
2. To deliver solution focussed one to one time limited counselling to College students in a flexible manner to suit the diverse needs to the student community.
3. To offer psycho-educational / skills workshops to students.
4. To maintain an ongoing awareness of the needs of under-represented student groups (including mature, overseas, BAME and LGBTQ+ students) in addition to students with disabilities. Ensuring anti-discriminatory practice in line with the College’s policies.
5. To initiate 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.
6. To liaise with the other advisory and wellbeing services, and academic departments, from within the boundaries of ethical practice outlined within the BACP Ethical Framework.
7. To have awareness of internal referral procedures to other counsellors / associate counsellors / trainee counsellors where appropriate.
8. To carry out tasks and responsibilities with a high level of confidentiality and related ethical practices underpinned by the principles and values contained within the BACP Ethical Framework.
9. 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.

10. 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.

11. 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.

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

**Department Background**

The part time role of Counselling Caseworker (2 days per week) is part of the Student Counselling team within **Student Advisory & Wellbeing Department**. This Department sits within the Directorate of Academic Services and consists of:

- Clinical Mental Health and Wellbeing
- Disability & Dyslexia Services,
- Financial Wellbeing
- International Support & Inclusivity
- Multifaith Chaplaincy
- Student Counselling
- Student Wellbeing.

Our Student Advisory & Wellbeing teams provide a wide range of assistance to students who may need some extra support to manage their own educational and personal progression. We aim to assist students with their transition and adjustment to university life (co-ordinating reasonable adjustments where appropriate); empower students by enabling them to successfully continue their studies; support students to embrace opportunities and make the most of their time at Royal Holloway and encourage students to seek advice and guidance when needed.

**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.

**Internal and external relationships**
The following list is not exhaustive but the post holder will be expected to develop relationships with colleagues across the university including:

- Close working with all members of the Student Advisory & Wellbeing department
- Knowledge and understanding of the functions of the wider Professional Services team and Academic Schools

Engagement with external networks and professional bodies where required