



## JOB DESCRIPTION

<b>Job Title:</b>	Counselling Caseworker
<b>Department /Faculty:</b>	Student Advisory & Wellbeing, Student & Academic Services
<b>Grade:</b>	RHUL 7 (pro rata)
<b>Hours:</b>	2 days per week (all year round)
<b>Reporting to:</b>	Head of Student Counselling
<b>Responsible for:</b>	Delivering 1:1 counselling to students.

### 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.

### Job Purpose

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 responsibilities and outcomes: (most frequent duties first)
<ol style="list-style-type: none"> <li>1. To manage a client caseload on behalf of the Student Counselling team and 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</li> <li>2. To develop and deliver psycho-educational / skills sessions to students as part of our Wellbeing on Weekdays programme.</li> <li>3. To maintain an ongoing awareness of the needs of under-represented student groups (including mature, international. Black &amp; Global Majority, BAME and LGBTQ+ students) in addition to students with disabilities. Ensuring anti-discriminatory practice in line with the College's policies.</li> <li>4. To initiate referrals to appropriate medical services (consulting with colleagues where appropriate) for further assessment when significant signs of clinical illness are observed. Have full awareness of safeguarding requirements and a well-developed ability to assess risk.</li> <li>5. To liaise with the other advisory and wellbeing services, and academic schools to support students within the boundaries of the BACP Ethical Framework.</li> <li>6. To have awareness of internal referral procedures to other counsellors / associate counsellors / trainee counsellors where appropriate.</li> <li>7. 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.</li> <li>8. To keep appropriate professional records of casework which will remain property of the Student Counselling team. These records will provide data for the maintenance of computerised records.</li> <li>9. To arrange attend appropriate counselling supervision (consultative support) and continuing professional development required as a fully accredited BACP member.</li> <li>10. To work with and assist the Student Counselling Co-ordinator(s) in ensuring administrative tasks and duties are completed and to be able to self-manage the administration and registration processes where required.</li> <li>11. To research and deliver CPD to other counsellors in the service occasionally as required.</li> </ol>
Other duties:
<p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the university.</p> <p>The post holder will be expected to undertake other duties as appropriate and as requested by their line manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
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

*Job descriptions will be regularly reviewed to ensure they represent an accurate account of the duties carried out by the post holder. The job description may be altered from time to time at the discretion of the College, and in consultation with the post holder.*

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

<b>Job title:</b> Counselling Caseworker
<b>Department/Faculty:</b> Student Advisory & Wellbeing, Student & Academic Services

	ESSENTIAL	DESIRABLE	TESTED BY
<b>Knowledge, Education, Qualifications and Training</b>			
Educated to first degree level or other relevant equivalent experience	x		App Form
Postgraduate training.		x	App Form
Accredited member of BACP.	x		App Form
Knowledge of the BACP Ethical Framework for Counselling Professions	x		App Form / Interview
<b>Skills and / or Abilities</b>			
Counselling and risk assessment skills	x		App Form / Interview
Resilience with an awareness of own limitations; robust enough to see up to 6 clients per day	x		App Form / Interview
Calmness and an ability to work under pressure; reliability & punctuality	x		App Form / Interview
Ability to work as part of a team and adaptability with an openness to growth, development and challenge	x		App Form / Interview
<b>Experience</b>			
Minimum of 450 hours counselling experience and experience of own therapy (minimum 50 hours)	x		App Form
Experience of 'one-at-a-time' sessions and / or use of interventions used in brief therapy and delivering counselling flexibly	x		App Form / Interview
Experience of working with a diverse client base and with complex client presentations.	x		App Form / Interview
<b>Other requirements</b>			
Commitment to anti-discriminatory practice	x		App Form / Interview

**How to Apply:**

Please click the link at the bottom of the advertisement to apply via the Royal Holloway application portal.

Completed applications must be received by 23:59 on the closing date to be considered.

Interviews will provisionally be held on xxx

If you have any questions or require any assistance with your application process, please contact [recruitment@royalholloway.ac.uk](mailto:recruitment@royalholloway.ac.uk)

Closing date: TBA

*The University is committed to equality and diversity, and encourages applications from all sections of the community.*