



JOB DESCRIPTION

Job Title:	Counselling Caseworker (0.33 FTE)
Department /Faculty:	Wellbeing department (Counselling) Student & Academic Services
Grade:	RHUL 7 (pro rata)
Hours:	2.5 days (17.5 hours) per week term time only (30 weeks)
Reporting to:	Head of Counselling
Responsible for:	Delivering 1:1 counselling to students.

Department Background									
<p>The part time role of Counselling Caseworker (2.5 days per week, term time only) is part of the Counselling team within Wellbeing Department. The Department includes:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Counselling</td> <td style="width: 50%;">Disability & Neurodiversity</td> </tr> <tr> <td>Financial Advice</td> <td>International Advice</td> </tr> <tr> <td>Mental Health</td> <td>Multifaith Chaplaincy</td> </tr> <tr> <td>Support & Guidance</td> <td></td> </tr> </table> <p>The Wellbeing teams provide a wide range of assistance to students who may need 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.</p>		Counselling	Disability & Neurodiversity	Financial Advice	International Advice	Mental Health	Multifaith Chaplaincy	Support & Guidance	
Counselling	Disability & Neurodiversity								
Financial Advice	International Advice								
Mental Health	Multifaith Chaplaincy								
Support & Guidance									
Job Purpose									
<p>The Counselling Caseworker will be part of a team providing a professional counselling service to students of the university. Caseworkers 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. We broadly follow the one at a time counselling model. Caseworkers must seek to perform ethically, safely and without unfair discrimination.</p>									
Key responsibilities and outcomes: (most frequent duties first)									
<ol style="list-style-type: none"> 1. To manage a client caseload on behalf of the Counselling team and deliver solution focussed one to one time limited counselling to university students in a flexible manner to suit the diverse needs to the student community 2. To develop and deliver psycho-educational / skills sessions to students as part of our Wellbeing on Weekdays programme. 									

3. To maintain an ongoing awareness of the needs of under-represented student groups (for example mature, international, Black & Global Majority, and LGBTQ+ students) in addition to students with disabilities. Ensuring anti-discriminatory practice in line with the university's policies.
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.
5. To liaise with the other advisory and wellbeing services, and academic schools to support students within the boundaries of the BACP Ethical Framework.
6. To have awareness of internal referral procedures to other counsellors / associate counsellors / trainee counsellors where appropriate.
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.
8. To keep appropriate professional records of casework which will remain property of the Counselling team. These records will provide data for the maintenance of computerised records.
9. To arrange attend appropriate counselling supervision (consultative support) and continuing professional development required as a fully accredited BACP member.
10. To work with and assist the 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.
11. 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 university. The post holder will be expected to undertake other duties as appropriate and as requested by their line 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 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.

Job title: Counselling Caseworker
Department/Faculty: Wellbeing Department, Student & Academic Services

	ESSENTIAL	DESIRABLE	TESTED BY
Knowledge, Education, Qualifications and Training			
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
Skills and / or Abilities			
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
Experience			
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
Other requirements			
Commitment to anti-discriminatory practice	x		App Form / Interview