

## JOB DESCRIPTION & PERSON SPECIFICATION

**Director Area:** Resources

**Job Ref Number:** 02694

**Service Area:** HR

**Grade:** G6 (click [here](#) for value)

**Job Title:** Employee Support Counsellor

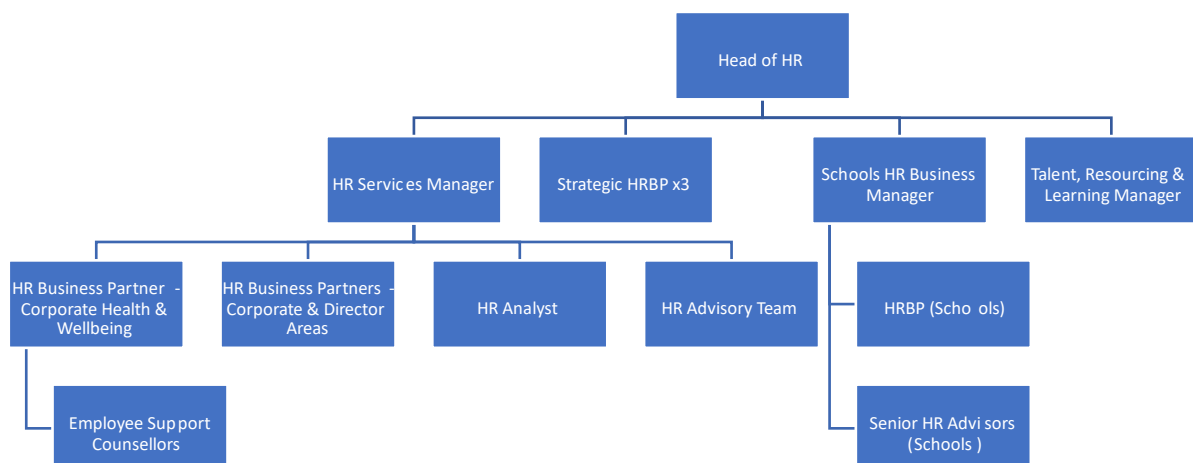
### PURPOSE OF JOB:

The Employee Support Counsellor is fundamental to the provision of a highly responsive, professional and credible confidential support service that contributes to the maintenance of an overall effective and quality service for the Council's workforce, supporting employees in achieving their business objectives through providing counselling and support.

They will develop professional counselling and support services to improve health, promote wellbeing and alleviate distress.

They will develop the integration of the counselling service as part of the Council's Health and Wellbeing Strategy and with other health-related functions.

### TEAM STRUCTURE:



<b>MAIN DUTIES:</b>	
1	<b>Service Delivery</b> - manage a professional caseload commensurate with skills and experience.
2	<b>Service Evaluation, Development and Planning</b> – assist in the evaluation of performance against minimum standards.

	<p>Logging/recording workload and outcomes for future service evaluation, which includes maintaining monthly statistics.</p> <p>Assist in the development of the service through the use of minimum standards.</p> <p>Assist the HR Business Partner - Corporate Health &amp; Wellbeing in the contribution to the Service Planning Process.</p>
3	<b>Service Promotion</b> - assist the HR Business Partner - Corporate Health & Wellbeing in promoting and developing more flexible / responsive services to meet employees' needs.
4	<b>Relationship Management</b> – proactively develop and manage professional and collaborative relations with colleagues, peers and other stakeholders, as required.
5	<b>Support Project Delivery and Service Developments</b> – contribute to project delivery, policy development and the use of HR data and analytics.
6	<b>Role Model</b> – provide visible role modelling of the Council's values and culture, role modelling BACP and required behaviours.

#### **PERSON SPECIFICATION**

Requirements	Where identified*	Essential	Desirable
Thorough knowledge of the counselling issues as supported by the professional body (BACP)	A I P	x	
Maintains a high level of clinical practice by attending regular supervision and working to BACP Code of Practice in Counselling	A I	x	
Proven ability to work collaboratively and effectively in multi-professional settings, including excellent interpersonal skills	I P	x	
Ability to effectively prioritise and manage workloads	I	x	
A minimum of eighteen months relevant counselling experience working in a large/complex/diverse organisation	A	x	
Experience to including working with time-limited counselling model and counselling in workplace settings	A I	x	

Experience of delivering webinars/presentations on wellbeing topics	AI		x
Competence in the use of Microsoft Windows and Office software	AI	x	
Demonstrate competence at a level equivalent to Diploma level. A member of BACP and Accredited or working towards	AI	x	
Able to deliver excellent customer service	I	x	
Excellent problem solving skills	I	x	
Able to gain others' trust	I	x	
Excellent communications skills; able to clearly and concisely convey information and ideas in a way that	I	x	

engages others			
Remains calm in uncertain or challenging situations & consistently behaves in a manner that is acceptable to others.	I	x	

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

## GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

Core Knowledge, Core Behaviours and relevant Specialist Knowledge are defined in the CIPD's Profession Map at Associate level.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.