**Swansea Carers Centre**

**Job Description**

***Title:*** Counsellor

***Location:*** Swansea Carers Centre, 104 Mansel Street, Swansea, SA1 5UE

***Hours:*** 14 hrs per week – normal working hours are 9am – 4.30pm Monday to Friday (including a 30 minute unpaid lunch break). Some out of hours work may be required, for which time off in lieu will be given

***Salary:*** **£22,131.20 pro rata**

***Annual Leave:*** 26 days and customary bank holidays with additional days being granted for additional years of service

***Travel Expenses:*** 45p per mile

***Reporting To:*** Executive Director

***Closing Date for***

***Applications:* Thursday 30 September 2021**

The post is subject to a probationary period of 6 months. The successful applicant will be subject to an enhanced C.R.B. disclosure.

### Accountability

The Counsellor will be employed by the Board of Trustees of Swansea Carers Centre. Line Management for this post is through the Executive Director, to whom the post holder will be responsible.

**Purpose of the Post**

To provide a person centred counselling service for both carers and former carers in the City & County of Swansea by

* Providing a professional listening ear at point of contact in the Carers’ Centre.
* Counselling carers either in a group or an individual setting. This can be in the Carers’ Centre, the person’s home or other convenient place.

**MAIN AREAS OF RESPONSIBILITY**

**Counselling**

* Establish a relationship of trust and respect with carers, encouraging them to talk about issues they feel they cannot normally share with others.
* Actively listen and respond to carers in distress
* Accept without bias the issues raised by clients
* Help carers towards a deeper understanding of their concerns
* Providing a counselling service to members of staff and volunteers

**Working with Carers**

* To work in a non-discriminatory, culturally-sensitive manner which encourages and empowers all carers to access the Carers Centre

Services and where appropriate refer them directly to those services.

* To facilitate the Mental Health Carers Group
* To develop and facilitate Carers Support Groups
* To facilitate carer focus groups & deliver relevant carer training

**Awareness Raising & Liaison Duties**

* To conduct other activities including talks and attending events to raise awareness of Swansea Carers Centre and the needs of carers.
* To actively promote good working relationships with statutory and voluntary agencies with whom carers come into contact and to establish referral protocol with those services appropriate to the carers needs.
* To represent Swansea Carers Centre at appropriate meetings, seminars and conferences.

**Administration**

* To maintain clear, accurate and up-to-date case records.
* To provide relevant statistical information on a monthly, quarterly and annual basis.

**Monitoring & Good Practice**

* To provide reports to aid the effective monitoring of the service.
* To maintain up to date knowledge of all legislation and law relating to social security and other related rights and statutory practice. This includes attending appropriate welfare rights training courses.

### Other responsibilities

* To undertake external professional supervision, as and when required but must be at least quarterly.

**General**

* To participate as a member of the staff team.
* To work at all times within the philosophy and policies of Swansea Carers Centre.
* To comply with the Health & Safety at Work Act 1974 and with Swansea Carers Centre policy, paying particular attention to the reporting of dangerous situations.
* To respect the personal choice and lifestyles of colleagues, carers and people with care needs, ensuring that Equal Opportunity and Diversity principles are applied at all times.
* To ensure confidentiality is maintained at all times.
* To comply with the Code of Conduct.
* To undertake any other duties that may be considered commensurate with the level of the post.

***Swansea Carers Centre***

**Counsellor**

**Person Specification**

**Essential Skills**

* Relevant Counselling Qualification (certificate in Counselling or above)
* Minimum of 2 years experience in a paid counselling role
* To have the experience to know when it is appropriate to refer to an alternative counselling service
* An understanding of carers issues, problems and stresses
* Some experience of group facilitating and counselling

**Desirable Skills**

* Computer Literate
* Knowledge of other services available
* Ability to speak Welsh
* Willing and able to do presentations on the service

Able to keep accurate records, statistics and provide reports as requested.