

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Student Counsellor

## **College/Department**

The Registry

## **Location**

Kedleston Road, Derby, DE22 1GB

## **Job Reference Number**

0541-24

## **Salary**

£37,756 to £40,920 per annum (for exceptional performers, there is scope for further progression up to £51,878 per annum)

## **Reports To**

Head of Student Services

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

Student Services provides a range of student support, information, guidance and development services across the University including, counselling, disability, mental health, financial support and other key services delivered centrally. These teams work closely together (and with other sections of the university) to provide the best possible services to our students, to enhance the student experience, to help students achieve their full potential and to meet the strategic aims of the University. These services are central to the student experience they are visible, seamless, effective and tailored to the needs of our student community.

With a counselling / psychotherapy qualification and the ability to work within a multidisciplinary support setting, the postholder will offer brief, and generally time-limited, counselling to students experiencing mental health and emotional issues. The postholder will also be required to contribute to other areas of work within the team, including following the team's crisis and risk assessment protocols and making case referrals, as required. The postholder will lead, and/or support projects with academic and service departments at the university to foster greater resilience among students.

The postholder will have a commitment to following professional and ethical principles and guidelines, combined with the ability to learn new skills and take on new areas of work, as required by the changing needs of students, the service and the University. The postholder will work as part of our multi-disciplinary Counselling & Mental Health Support Team and contribute to the positive impact that this team has on student retention and the student experience.

## **Principal Accountabilities**

1. Provide therapeutic counselling support (brief and time-limited support) to students experiencing emotional and mental health issues, on an individual appointment basis. In general, a session limit of six sessions applies each year for each client. The main focus of the role is on working 1:1 with students on issues common to the client group – such as transition, anxiety, self-esteem, self-harm, eating distress, procrastination and exam panic – and motivating students to engage in a process of change.
2. Provide clinical assessments of clients presenting to the service, (including students experiencing a mental health crisis), conduct risk assessments, and provide therapeutic interventions and/or make suitable and timely referrals according to individual need.
3. Respond to cases in which a student needs to see a practitioner from the team urgently, and to urgent requests from colleagues who may be concerned about a student, by making risk assessments in line with the service’s crisis and risk assessment protocols, making effective referrals of urgent cases, and acting, at all times, in accordance with the university’s policies and procedures.
4. Maintain accurate records in line with current legal and other university-level and departmental data requirements. The post-holder is expected to be self-sufficient in terms of general administration, and will be using electronic case management systems, electronic appointment booking systems and calendars, and shared case-note folders.
5. Maintain therapeutic boundaries and take proper account of the need for confidentiality at all times when working with students and when discussing cases with staff.
6. To maintain effective links and make appropriate referrals to local external agencies to ensure students access appropriate and relevant advice and support as required.
7. Work as an effective member of a multi-disciplinary team, consulting and liaising with other practitioners within the team, in order to provide joined-up and coherent support. The team holds regular multi-disciplinary meetings to allocate students to the right type of support, and also maintains shared case notes and a Mental Health Practitioner rota for covering urgent appointments.
8. Respond to enquiries from academic and support staff within the university, providing appropriate information and support in order to aid effective referrals and support student retention, academic performance and student satisfaction.
9. Contribute to the development, promotion, implementation and evaluation of a range of mental health and well-being interventions focused on enhancing students’ personal resilience and their capacity to engage with their studies and university life.
10. Contribute to the promotion of student mental health and well-being and the awareness of student mental health issues across the university, including through group work and staff training.
11. Contribute to the Counselling & Mental Health Team by actively participating in, peer supervision, case discussions, team meetings and training opportunities.
12. Secure and maintain professional accreditation with an appropriate professional body, such as BACP (individual practitioners within the team are personally responsible for meeting the costs incurred in securing and maintaining this accreditation, although some of the training provided by the university may help to contribute the continuing professional development requirements of accreditation).
13. To represent the university in internal and external meetings as appropriate.
14. Respond to enquiries from academic and support staff within the university, providing appropriate information and support in order to aid effective referrals and support student retention, academic performance and student satisfaction.
15. Contribute to raising awareness of Student Services within the student population through collaboration with colleagues within the Student Services, professional services and the Colleges, including preparing and delivering a range of advice and guidance sessions at various inductions, Open Day and admissions events throughout the year.
16. To have an understanding of and commitment to the Universities Equality and Diversity and Safeguarding policies and the ability to relate these to all aspects of the post.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Degree level qualification
* Formal professional training in counselling/psychotherapy to at least diploma level
* Professional registration with an appropriate organisation (e.g. RCN, BACP, BABCP)

#### **Experience**

* Experience of providing 1:1 counselling to a client group experiencing a wide range of mental health and emotional issues, preferably within a multi-disciplinary team
* Experience in risk assessment and crisis management
* Experience of working with issues common to the client group of students – such as transition, anxiety, self-esteem, self-harm, procrastination and/or exam panic
* Experience of delivering group work and psycho-educational training
* Experience of working within a higher educational or other complex organisational context

#### **Skills, knowledge & abilities**

* A thorough knowledge of clinical counselling models and interventions – in particular, brief focused approaches
* Knowledge of how to make a sound clinical assessment of each client, and tailor and deliver therapeutic interventions to fit with these assessments
* Excellent therapeutic skills – on a one-to-one basis, and also, ideally, in a group setting
* Ability to maintain clear therapeutic boundaries and manage safeguarding and confidentiality issues
* Ability to utilise clinical expertise to develop new initiatives and ways of working to meet changing needs and demands of students
* Strong interpersonal skills, including a confident and dynamic approach to liaising with key internal and external stakeholders
* Ability to work as part of a team and build effective working relationships with a wide range of colleagues
* Sound appreciation of the ways in which counselling and mental health support services underpin the student experience, student retention and a university’s strategic objectives, including an appreciation of the complexities of delivering 1:1 clinical work in an institutional setting
* Ability to work under pressure, including seeing up to five clients per day and tolerating high levels of client distress
* A commitment to following professional and ethical principles and guidelines, combined with the ability to work flexibly, learn new skills and take on new areas of work, as required by the changing needs of students, the service and the university
* A commitment to the principles of equality and inclusion – including the ability to deliver effective clinical work with students from diverse backgrounds and social groups
* Sound IT skills, including word-processing, email, online research and data processing

### **Desirable Criteria**

#### **Qualifications**

* MSc in Counselling
* Other / advanced qualification in Mental health

# **Benefits**

The University of Derby believes in providing choice to our people suited to their needs or life stages. Offering a number of salary sacrifice options, a generous holiday entitlement starting from 26 days plus bank holidays and 4 concessionary days and a host of family friendly policies, mean that splitting your time and finances can be easier. For those with prospective students in the household, we also offer tuition fee support to partners and children and, not forgetting you, we offer financial support for accredited learning.

Our competitive 'total reward' offering has something for everyone and looks to reward and recognise people in different ways.

Core to the package is a competitive pay structure and generous public-sector pension schemes. Our pay structure allows for stepped progression in role and is reviewed against the market and, where applicable, awarding national pay awards annually. Further financial support is offered through our generous pension contributions in support of your retirement fund with those within our Teachers’ Pension Scheme receiving an employer contribution of 28.6% of salary and those within the Local Government Pension Scheme at 23%.

Wellbeing at Derby features within our benefits options from our Employee Assistance programme through to our eyecare voucher scheme, not to mention the discounted membership for our on-site gym at our Kedleston Road campus. With our Inclusion and Wellbeing Networks, there really is support for everyone.

We also facilitate ‘Give as You Earn’ options to donate to your preferred charities straight from your pay which enhances the amount your charity receives for your donation.

At the University of Derby, we celebrate loyalty and achievements through our Staff Excellence Framework be it financially, or non-financially. We aim to foster a culture of boldness and brilliance in our people, and from a simple thank you through to a local awards ceremony, we recognise and celebrate notable achievements of our colleagues.

For more information on the benefits of working at the University of Derby go to the [Benefit pages of our website](https://www.derby.ac.uk/jobs/life-at-derby/rewards-and-benefits/).

# **Our People**

The University of Derby is committed to promoting equity, diversity and inclusion, regardless of age, disability, trans status, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

We are Disability Confident Employers, demonstrating our commitment to disability inclusion, and invite applicants to highlight adjustments they may require to ensure equitable participation in our recruitment processes.

Further, we are committed to ensuring an environment which is trans and non-binary-inclusive for all our staff, students, partners, and visitors, and continuously review our policies, guidance and training.

When applying to join the University, you can choose your preferred title, including the gender-neutral title 'Mx'. We also ask our candidates if they would like to share their preferred pronouns. This is voluntary but demonstrates our commitment to inclusivity for trans and non-binary candidates. Once employed, you can add pronouns and preferred names onto our system.

The University of Derby undertakes anonymised shortlisting during the staff recruitment process. This means that, when shortlisting, panel members will not be able to see an applicant’s name and will see an applicant number instead. This demonstrates the practical steps we are taking to remove barriers to recruitment by minimising the possible impact of our unconscious bias.

However you identify, we actively celebrate the knowledge, experience and talents each person brings. Our students come from a wide range of backgrounds; therefore we are particularly interested to hear from applicants who will help our leaders and teams be more reflective of our student population.

For more information on equity, diversity and inclusion at the University of Derby, please visit our [website](https://www.derby.ac.uk/about/equality-and-diversity/).