**Forward Trust Job Description**

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| **Position Title** | **Counsellor** | **Reports to** | **Psychologist** |
| **Location: Southend** | | |  |

# Introducing Forward Trust

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

# Role Overview

Working within an integrated healthcare framework to provide support to drug and alcohol users aged 18 and over (dependent on service). Services are designed to deliver Psychosocial Drug and Alcohol Interventions for Service users that are identified as having an Alcohol or drug problem.

We’re looking for a qualified and compassionate **Counsellor or Psychotherapist** to join our team. You’ll hold a minimum **Level 4 Diploma in Counselling or Psychotherapy (or equivalent)** and be registered with **BACP** or a similar professional body. A strong understanding of **trauma-informed approaches** is essential.

In this role, you’ll make a meaningful impact by supporting individuals affected by **substance misuse and complex trauma**. You’ll deliver **one-to-one therapeutic counselling** using recognised frameworks such as **EMDR**, **Cognitive Behavioural Therapy (CBT)**, and other trauma-informed models.

**Key Responsibilities:**

* Manage a diverse caseload, delivering **5 client contact hours per day**
* Conduct comprehensive **counselling assessments** and contribute to client allocations in collaboration with our Psychologist
* Maintain and manage **waiting lists** effectively
* Provide **operational supervision** for student counsellors
* Collaborate with the Psychologist to **develop and deliver staff workshops** that promote wellbeing and resilience

This is a rewarding opportunity to be part of a supportive, multidisciplinary team making a real difference in people’s lives.

# Accountabilities

## Strategy

* Take an active role in the implementation of the role; reaching out to Service Managers and Recovery Workers to establish relationships and proactively manage referrals.
* Adhere to the British Association of Counselling and Psychotherapy (BACP) Framework of Ethical Practice and Forward policies and procedures.
* Maintaining appropriate boundaries in the therapeutic relationship.
* Attend and fully engage with clinical and case supervision
* Build strong relationships with and make full use of the support offered by, Line Management and Head Office functions.

## Service Delivery

• Providing 1-1 counselling within the principles and boundaries of confidentiality.  
• Maintaining appropriate boundaries in the therapeutic relationship.  
• Deliver 1-1 counselling within a time-limited framework.  
• Ensuring timely records in line with our information governance requirements.  
• Receive regular line management.  
• Follow our policies and procedures e.g safeguarding.  
• Understand and follow BACP ethical frameworks and codes of practice

* Maintain adequate records of clinical work
* Act where necessary to safeguard clients
* Commit to and work from a trauma informed perspective, adhering to anti-discriminatory practice
* Attend and fully engage with clinical and case supervision

## Performance Management

* Plan and manage your caseload effectively, making sure that clients are prioritised appropriately and seen in a timely manner.
* Adopt a Reflective practice and make use of supervision to identify areas of strength and personal development needs.

## Departmental Management

* Meet targets and deadlines in accordance with contractual standards.
* Contribute to the overall smooth running of the service by being proactive and solution focused.

## Quality and Safety

* Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
* Alert management to any significant risks or problems arising in the course of managing and monitoring the services.
* Abide by all Forward’s policies and procedures and encourage others to do the same.
* Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Service Manager and (where appropriate) the Head of Governance, in accordance with Forward’s risk management protocols.
* Attend Regular Safeguarding Training refresher.
* Reports any concerns related to Safeguarding of Adults and Children as per Forward policies.
* Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
* Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
* Keep up to date technically on all relevant matters and strive for continuous professional development.

## Systems and Policy

* Use IT efficiently to support your role.
* Ensure you have agreed working protocols set between multi-disciplinary agencies and share information appropriately.
* Make full use of the information systems available to you such as Illy, Intranet, email.
* Work towards Forward’s mission and values within current policies and good practice.

## Administration

* Ensure case management documentation is maintained to the expected audit standards.

## Other

 Take on other reasonable tasks and responsibilities as deemed appropriate by Line Management.

# Role Criteria

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

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| **Criteria Requirement** | |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** | |
| **A** | **Application** |
| **I** | **Interview** |

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| **Knowledge, Skills and Experience** |  |  |
| Registration with BACP or equivalent | E | A/I |
| Experience delivering trauma focused counselling | E | A/I |
| Experience in substance misuse | D | A/I |
| Experience delivering operational supervision | E | A/I |
| A knowledge and understanding of clinical governance and risk management. | E | A/I |
| Experience working with a diverse range of clients and presenting issues. | E | A/I |
| Ability to work independently and manage a flexible session schedule. | E | A/I |
| Understanding of continuity of care, holistic care needs and community services. | E | A/I |
| Knowledge of Safeguarding. | E | A/I |
| Strong understanding of trauma informed approaches | E | A/I |
| Excellent communication skills | E | A/I |
| Excellent IT skills | E | A/I |
| **Personal Attributes** |  | A/I |
| **Proactivity** – Quick thinking with a high level use of initiative | E | A/I |
| **Resilience** – Solves problems, takes learning on board from mistakes to aid personal and professional growth | E | A/I |
| **Adaptability** – Can work in fast-paced changing environments | E | A/I |
| **Confidence** – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely | E | A/I |
| **Team Work** – Works in harmony with colleagues to deliver results | E | A/I |
| **Open to Feedback** - Open to constructive feedback in order to further develop | E | A/I |
| **Innovative –** Continually searching for better ways of working | E | A/I |
| **Qualification** |  | A/ |
| Level 4 Diploma in Counselling with registration to relevant body | E | A |
| Further CPD in trauma based CBT or EMDR | D | A |