

Role Profile - Counsellor

Role	Emotional Support Co-ordinator/Counsellor	Location	Home Based, Liverpool with regular travel across the local area
Accountable for	Client work only. This position has no line management responsibilities	Accountable to	Emotional Support Service Manager, Liverpool
Core Anchor Level	Deliver	Travel	Frequent travel required throughout the local geographical area.
DBS check	Enhanced	Salary Grade	Circa £19,000 per annum E
Contract Type	This is a fixed term contract, with funding for this role until end of March 2027	Hours	21 hours per week

Overall purpose and impact

Finding strength through support

The Stroke Association is the only charity in the UK providing lifelong support for all stroke survivors and their families. We provide tailored support to tens of thousands of stroke survivors each year. This support includes one-to-one and group support, funding vital scientific research into stroke prevention, acute treatment, recovery and long-term care, and campaigning to secure the best care for everyone affected by stroke.

We're here for stroke survivors and their loved ones, from the moment they enter the new and frightening post-stroke world, supporting them every step of the way as they find their strength and their way back to life.

Directorate

Our Locality Impact Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors, carers and relatives. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, stroke clubs and groups.

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Our support services provide a local presence for the charity enabling a far-reaching impact through the delivery of other organisational activities such as awareness campaigns. Join us and help us to rebuild lives after stroke.

Purpose of role

Every Stroke Association role is designed to contribute towards achieving our strategic goal. This role, in particular, is relevant to Goal B 'ensure that everyone affected by stroke has access to the rehabilitation and lifelong support they need'.

The Emotional Support Co-ordinator/Counsellor, will provide stroke survivors, carers and relatives with one to one professional counselling sessions which are designed to help clients to develop emotional resilience, readjust to life after stroke and prepare to reintegrate into community life.

The successful candidate will be conducting emotional support needs assessment sessions and delivering tailored short-term counselling sessions. Clients may include those with cognitive or communication difficulties, so a flexible approach in meeting the needs of these clients will be required.

This project is funded to deliver counselling sessions using a blended approach e.g. in person (Face to Face), by telephone and on-line (using a secure digital platform) throughout the Liverpool area.

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Responsibilities	Measured through delivery of	Key Competencies
To provide one to one counselling to stroke survivors, carers and relatives (in person, by telephone or on-line) including those with communication or cognitive difficulties.	Accurate CRM records	Customer focus
To assess the appropriateness of counselling for service users by providing emotional needs assessment sessions as well as using appropriate screening/evaluation tools (eg PHQ and GAD) to help monitor outcomes.	Data collection	Customer Focus
To manage risk and safeguarding issues in accordance with appropriate legal, ethical and organisational requirements.	Accurate reports and case management notes	Communication and Collaboration Improvement and innovation
To provide an effective service for stroke survivors, carers and relatives ensuring that confidential and accurate records are kept on our CRM data base.	Accurate CRM records	Communication and Collaboration
To work collaboratively with the, Emotional Support Service Manager providing regular updates as well as highlighting any risks or issues that could affect you or your team's ability to deliver a safe, professional service to clients	Regular debriefing	Communication and Collaboration
To provide regular and accurate service reports and updates to ensure the project is being delivered in line with funder requirements.	Up to date and accurate CRM reports	Communication and Collaboration Business acumen
To identify, book and manage suitable counselling venues for 'in person' support ensuring the allocated venue budget is used efficiently.	Timely venue bookings Monitoring value for money	Customer Focus Business Acumen
To keep up to date with new developments and ideas in stroke knowledge, treatment and services	Personal training record	Improvement and innovation
To work with other directorates of the organisation to promote and support the work of the Stroke Association as required.	Actions from inter-departmental meetings	Communication and Collaboration

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To ensure that you manage and develop your own performance	Evidenced attendance at personal training All mandatory training is completed Engages fully with supportive conversations process	Leadership Improvement and Innovation
To follow the Stroke Association's policies and procedures	Familiar with competency framework including values, mission and vision Accessed and read the People Handbook and any relevant policies and procedures to your role	Change Readiness Business Acumen
To contribute to any project work as required.	Examples of project work	Business Acumen Improvement and Innovation Communication and Collaboration Change readiness
To adhere to the BACP (or equivalent) Ethical Framework for the Counselling Professions	BACP Registration Clinical Supervision	Business Acumen
To maintain BACP (or equivalent) professional registration/accreditation.	BACP Registration Clinical Supervision	Improvement and Innovation Communication and Collaboration

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Person Specification
Education and Qualifications
Advanced Diploma in integrative, humanistic or person-centred counselling/psychotherapy; for example, BACP recognised course or equivalent (i.e. 450 hours skills and theory, 100 hours of supervised practice, 20 hours of personal therapy)
BACP registration (or equivalent) and actively working towards accreditation with the commitment to on-going accreditation, CPD and training.
Experience
A minimum of 1 year post qualification supervised clinical practice experience (accumulating to at least 100 hours post qualifying supervised practice)
Experience of delivering short-term, person-centred counselling using a blended approach (in person, by telephone and online)
Knowledge of the effects of acquired brain injury, including cognitive impairment, and experience of working with people those affected by Stroke or Neurological conditions as well as carers and relatives.
Experience of using screening and evaluation tools and measuring service outcomes
Experience of using technology and IT systems such as Outlook, Teams Meeting , Microsoft packages and CRM systems
Experience of working effectively with health and social care professionals, colleagues across the organisation, and from other disciplines in a variety of settings, including the NHS, charities and community teams.
Skills and abilities
Strong interpersonal skills including the ability to assess emotional needs, build trust and understand clients' perspective
Ability to help clients reflect upon and develop emotional meanings, including making sense of experiences that are confusing or distressing
Competency in working within a integrative, humanistic or person-centred theoretical framework, with the ability to manage the end of therapeutic relationships.
Capacity to use clinical judgement when implementing treatment models and to adapt interventions in response to client feedback
Knowledge of, and ability to operate within, professional and ethical guidelines and maintain confidentiality appropriate to the setting

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Ability to make use of counselling supervision