

## Counsellor

<b>Job Reference:</b>	
<b>Department:</b>	Student Support Services (Student Advice and Wellbeing)
<b>Grade/ Salary:</b>	Grade 7
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	24.5 hours (0.7 FTE) Mon-Fri
<b>Location:</b>	New Cross, London

Closing date for applications: Monday 15<sup>th</sup> June 2020

Interviews (carried out online): week beginning 29<sup>th</sup> June 2020

### Goldsmiths

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

Goldsmiths University of London is passionate about advancing equality and celebrating diversity. We particularly welcome applications from black and minority ethnic (BAME) applicants as this group is currently under-represented in the counselling service.

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different



Together  
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**Student Experience Directorate**  
**Department of Student Support Services**  
**Counsellor**

## **The Directorate**

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The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever-innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of six areas:

- Student Recruitment
- Student Administration
- Student Support Services [where this role sits]
- Library Services
- Careers & Employability
- Student Engagement

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

## **The Department**

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The Student Support Services Department comprises Student Advice and Frontline Services, Disability, Wellbeing, Counselling, Multi-faith Chaplaincy and Accommodation Services, and provides advice and support throughout the student journey.

Together we enable student engagement and satisfaction, contribute to the success of our academic departments, and directly support Goldsmiths in the delivery of the Strategic Plan. We give students a warm welcome, vital support and advice, the opportunity to complement their academic learning with co-curricular activities and employability opportunities.

Student Support Services works alongside, and in support of, Goldsmiths academic departments and all other professional services, to enable every student to thrive at Goldsmiths, and to make sure they can engage with the College, the wider community and their peers.

Find out more: [www.gold.ac.uk/students](http://www.gold.ac.uk/students)

## **Job description**

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**Reporting to:** Counselling Services Manager

**Line management of:** n/a

### **Summary:**

We are seeking a experienced Counsellor/Psychotherapist to join the Counselling service within Student Support Services, part of Student Experience Directorate. The role holder will work as part of a multidisciplinary team to support students' physical, mental, emotional and spiritual wellbeing.

The role holder requires significant experience of providing mental health support to student through a variety of mechanisms including time limited individual counselling, single session and group support as well as delivering proactive mental wellbeing activities.

The successful candidate will have considerable clinical experience, ideally in a Higher Education Institutional context. They will also be able to demonstrate a strong track record of working safely and effectively with high risk students, and experience

of networking, liaising and using referral processes, both internally and within the wider context of NHS services and other statutory and voluntary agencies.

The role requires enthusiasm, energy and drive to provide services which contribute to a high-quality student experience across the Student Experience Directorate. The role holder must also have excellent interpersonal skills, with the ability to build strong positive and collaborative working relationships with colleagues within Student Support Services, and key staff across the university.

You must be able to demonstrate an understanding of, and empathy for the needs of a unique, diverse and international student community, including experience of having worked with students from BAME backgrounds.

Goldsmiths is committed to advancing equality and celebrating diversity. We welcome applications from all suitably qualified persons. We particularly welcome applications from Black, Asian and Minority Ethnic (BAME) applicants as this group is currently under-represented at this level in this area.

**Main duties:**

- To offer short term contracts clients/students referred to the Counselling Service as agreed with the Counselling Services Manager, and to provide ethical, high quality, accessible and appropriate time limited counselling.
- Maintaining confidential records of all sessions in line with departmental guidance and professional standards;
- To conduct psychological assessments of students and make recommendations to students regarding accessing appropriate wellbeing services or signposting/referring to external agencies, including writing referrals and liaising with the GP, with the student's consent;
- To assess client risk and adopt a range of different modes of short-term therapy (from face to face/online single-session to ongoing sessions);

- To raise to the Counselling Manager any safeguarding concerns of any student assessed where there is an immediate or very high risk to self or others;
- To offer psycho-educational workshops and groups on topics such as anxiety, mindfulness, procrastination and other issues of relevance to a student cohort;
- To support students experiencing a mental health crisis to access appropriate medical and/or psychiatric services working in collaboration with the service Mental Health Adviser;
- To participate in proactive, outreach work with students to help promote positive mental health and wellbeing of our student cohort;
- To contribute to team work to ensure business continuity following the failure of, or damage to, vital services or facilities;
- To be an accredited member of BACP (or equivalent) and work in accordance with the BACP Ethical Framework;
- To regularly attend clinical meetings with the Head of Student Support and Counselling team members;
- To attend regular external supervision, as appropriate to the role;
- To provide supervision to trainee counsellors employed with the service;
- To contribute to an enhanced student experience by supporting student engagement across SED including attendance at events, and supporting the directorate's engagement initiatives (including enrolment/Welcome Week and Open Days);
- To attend meetings as necessary within Goldsmiths and Student Experience Directorate as directed by the Head of Student Support/Counselling Services

Manager to ensure that the team is appropriately represented and its work reported;

- To understand and comply with institutional policies and procedures, including policies on data sharing & confidentiality, record-keeping, keeping up to date with GDPR legislation, responding to emergencies, and escalation of matters relating to students in crisis;
- Maintaining confidential records of all sessions in line with Departmental guidance, GDPR and professional standards;
- You will be required to undertake any other duties as may reasonably be required;
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity;
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.

## **Person Specification**

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Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criterion.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

**A = Application form**      **C = Certificate**  
**I = Interview**              **R = Reference**  
**T = Test**                      **P = Presentation**

	Category
<b>Essential Criteria 1 - Qualifications</b>	
Recognised Postgraduate Diploma/ Qualification in Counselling or Counselling Psychology or equivalent	A,C
Accredited member of BACP or equivalent	A,C
<b>Desirable Criteria 1 - Qualifications</b>	
Professional qualification in clinical supervision	A,C,I
<b>Essential Criteria 2 - Experience</b>	
Significant experience of the assessment of clients to determine appropriate support and identify any risk of harm to self or others	A,I,R
Experience of delivery of group counselling and/or facilitating support groups	A,R
Skills and experience in designing and delivering interactive workshops and seminars to support mental wellness	A,I,R
Expertise/experience in supporting individuals affected by sexual harassment, sexual and domestic violence, and other forms of gender based violence	A,I
Experience of working with and providing support to individuals from under-represented groups (including BAME and LGBTQ+) and an understanding of the potential barriers to engagement from these groups	A,I,R,P
Experience of delivering online counselling provision	A,I
<b>Desirable Criteria 2 - Experience</b>	
Experience of using CORE Net	A,I
Awareness and willingness to work within a One-a a-Time session model where relevant.	A,I

<b>Essential Criteria 3 – Knowledge</b>	
Significant understanding of BACP/UKCP ethical frameworks for the professional practice of counselling, psychotherapy and supervision in the context of providing counselling in an educational context	A,I,R
Understanding of the barriers faced by students for whom English is a second language	A,I
Significant understanding of the range and theory of short-term counselling approaches and techniques including Multiple and single session.	A,I,R
Working knowledge of the legal framework in which counselling sits e.g. Data Protection Act, Equality Act, Freedom of Information Act	A,I,R
A commitment to professional development and continuous improvement	A,I
Good understanding of the theory of group counselling and support groups	A,I,R
<b>Essential Criteria 4 - Skills</b>	
A proven ability to deal with a varied and complex workload, including organisation of your workload, prioritising a variety of tasks, applying regulations, policies and procedures whilst working under pressure and to strict deadlines with diplomacy and discretion	A,R
Excellent written and oral communication skills, with the ability to adapt communication to fit the intended audience	A,I,R
Excellent ICT skills, with working knowledge of Microsoft Office packages and ability to be self-serving with regard to day-to-day administration	A,I,R
Ability to remain calm and professional in very difficult and challenging situations	A,I,R
Ability to work flexibly outside of normal office hours with short notice	A,I
A commitment to professionalism and the delivery of high service and client satisfaction levels, both internally and externally	A,I,R



Desirable Criteria 4 - Skills	
Fluency in a second language/s reflecting Goldsmiths' international student body, such as Mandarin, Cantonese, Japanese, Korean, Somali, Tigrinya, Farsi, Shona, Swahili, Arabic, Korean, Persian, Urdu, Thai, Portuguese or French	A
Other:	
In periods of pressure during enrolment/welcome and examinations when the Department is particularly busy annual leave will not normally be permitted to be taken. Leave restrictions will be in place during in September/October. Specific dates of these restrictions will be confirmed at the start of each leave year	I
The role holder should be available to work on days when the weekly team meeting is held (currently Thursday mornings.)	I

**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.**

For more information about the role, please contact Michael Bryant, Counselling Services Manager [michael.bryant@gold.ac.uk](mailto:michael.bryant@gold.ac.uk)

May 20

## Summary of Benefits

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If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives
- On-site facilities
- Access to [University of London facilities](#) such as Senate House Library

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about).

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk), or visit [www.gold.ac.uk/hr](http://www.gold.ac.uk/hr).

***Thank you for your interest in working with us, we wish you all the best with your application.***