

## INDIVIDUAL COUNSELLOR

### Job Description and Person Specification

<b>JOB DESCRIPTION</b>	
<b>AVENUE:</b>	<p>Avenue is a charity, based in Aberdeen, that provides support to families and individuals across the North East of Scotland, with a focus on relationships, wellbeing and children. We offer a range of services to encourage personal growth, strengthen relationships, promote family wellbeing, support children and enable healthy environments for all. We are working towards a world in which happy, healthy people enjoy harmonious and respectful interactions in all aspects of their lives.</p>
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>• Effectiveness</li> <li>• Integrity</li> <li>• Respect</li> <li>• Credibility</li> <li>• Innovation</li> <li>• Independence</li> </ul>
<b>AIMS:</b>	<p>To provide counselling support to individuals to help them to gain insight and understanding, increasing their ability to improve their wellbeing and situation.</p> <p>To act as part of Avenue’s team, supporting service development in response to the changing environment and the needs of the people who use our services.</p>
<b>MAIN DUTIES:</b>	<ul style="list-style-type: none"> <li>• To provide outcome-focused counselling to individuals in accordance with your professional training and qualifications.</li> <li>• To evidence Professional Body Membership, Supervision and Continuing Professional Development to meet all required standards, including those of Relationships Scotland.</li> <li>• To make initial and ongoing assessments of the needs of the people using our service, and their suitability for the service being offered.</li> <li>• To deliver person-centred, rights-respecting responses that build a relationship of trust and respect with</li> </ul>

	<p>individuals to support positive mental health and wellbeing.</p> <ul style="list-style-type: none"><li>• To remain responsive to the needs of the people using our service throughout their engagement with Avenue, using a range of techniques and exploring other options where necessary to produce positive outcomes.</li><li>• To maintain accurate and up-to-date case notes on the database in a timely manner according to the standards laid out by Avenue.</li><li>• To work within Avenue's risk assessment frameworks, taking personal responsibility to ensure that all people who use the service do so safely.</li><li>• To manage a wide and varied caseload, prioritising appropriately and responding to the individual needs of the people who use Avenue's services.</li><li>• To build positive working relationships with colleagues within Avenue, and in partner agencies and organisations.</li><li>• To work with other members of the Avenue team to ensure that Services that Avenue offer are, and continue to be, responsive to need.</li><li>• To work with colleagues in the Therapeutic Services Team to support learning and develop provision through the sharing of best practice.</li><li>• To ensure compliance with Avenue's processes, policies and procedures, in particular Data Protection, Confidentiality, Safeguarding and Child Protection, Equality and Diversity, and Professional Boundaries.</li><li>• To undertake any other reasonable duties, as requested by your line manager.</li></ul>
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<b>PERSON SPECIFICATION</b>	
<b>REQUIRED KNOWLEDGE, EXPERIENCE AND SKILLS</b>	<b>ESSENTIAL / DESIRABLE</b>
Diploma-Level Counselling Qualification	E
Member of BACP and/or COSCA, working within this professional body's ethical practice, confidential framework, and recognised standards	E
Minimum 100 practice hours experience	E
Proven ability to establish and maintain effective relationships both internally and externally	E
Demonstrable strong communication skills, both written and verbal	E
Demonstrable ability to work well on own with minimum supervision, using personal initiative	E
Evidence of a suitable frequency of supervision and continuous professional development	E
Demonstrable ability to be disciplined, organised and thorough, and to work with attention to detail	E
Evidence of ability to manage a varied caseload, and to meet deadlines whilst working under pressure	E
Demonstrable high standard of IT literacy, including ability to use Office 365 and Avenue's contact database	E
Demonstrable proactive attitude, with an ability to self-motivate and respond positively to new opportunities	E

Demonstrable previous experience of contributing to a useful learning environment for self and others	D
Understanding of the third sector and a desire to make a difference	D