Remote Telephone Counsellor

## Job details

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| Job title: | Remote Telephone Counsellor |
| Department: | Bupa Mental Health |
| Location: | Remote Working, 37.5 per week |
| Reporting to: | PMI Non-Clinical Team Manager |
| Direct reports: | n/a |
| Accountable to: | PTS Operations Lead |
| Responsible to: | PTS PMI Service Manager |
| Job purpose: | * To deliver structured counselling by telephone or secure video link to clients of Bupa, and offer support to other VHG Corporate customers and (PTS) services where appropriate. * Deliver sessions to a caseload of clients to support their recovery and wellbeing, thereby meeting service KPIs. |
| Role and Responsibilities: | * Receive and accept referrals for structured counselling via VHG systems * Assess clients where necessary and ensure suitability of new referrals. * Safely and effectively screen for, assess and manage, risk - following VHG Risk Management & Escalation protocols, and ensure clients have access to safety management plans between sessions where required * Adhere to the VHG Children’s and Adults Safeguarding Policies and procedures at all times, raising safeguarding concerns appropriately and to seek support where required * Refer clients that are unsuitable to case management or relevant service (e.g., back to the referrer, internally, or to the NHS) dependent on need/contract/customer. * Use the most suitable clinical interventions based on your clients’ presenting issues and needs to ensure positive outcomes. * Deliver an evidence based, competent and confidential service always * Prepare your clients for discharge and signpost onwards as appropriate or seek approval where further sessions are required. * Uphold your duty of care to your clients whilst in the care of VHG. * Liaise with relevant stakeholders in the patient’s care e.g. GPs, OHS, HR professionals as appropriate. * Efficiently manage your own caseload with regular appointments to meet relevant KPIs * To proactively keep abreast of customer Service Level Agreements to ensure clear and accurate communication to clients regarding available and appropriate treatment options * Maintain regular communication with colleagues and your line manager while working remotely & proactively engage with your team’s communication channels. * Use all VHG systems and platforms accurately, responsibility and in line with data protection and information security legislation, including our client databases, telephone and IT systems, and HR and L&D platforms. * Any other reasonable request as required   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity, and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice, if possible, to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice * Be prepared to speak up for others if you witness bias, discrimination, or prejudice |
| Clinical Governance:  (where applicable) | * Adhere to all VHG policies and procedures * Maintain registration or accreditation (as relevant) with the appropriate professional body (BACP, NCS, COSCA, IACP) * Adhere to and fulfil all requirements of the relevant code of conduct and ethical guidelines of your professional registered body. * Maintain accurate electronic records of all clinical work to allow effective monitoring, review, audit, and evaluation of the service provided * To collate and electronically record assessment and outcome measures and patient satisfaction data for service audit * Participate in and respond to feedback from case reviews & case audits to ensure best practice is maintained * Deliver services within each Customer service level agreements (SLAs). * Exercise personal responsibility for the systematic clinical governance of your own professional * To attend to Health and safety of yourself, your colleagues and your customer, their colleagues, and their customers by adhering to VHGs procedures. |
| Training and supervision: | * Ensure timely completion of all mandatory training * Undertake training relevant to your role, including that specific to new systems, products, and services you may be asked to deliver as part of our Corporate Services * Prepare for and actively participate in Clinical and Managerial Supervision * Maintain and develop clinical knowledge and clinical expertise. * To undertake ongoing professional development in line with business requirements * Apply learning from the relevant training updates and incorporate into day-to-day practice |
| Additional information: | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Post Graduate Diploma Level 4 in Counselling * **Registered** membership of BACP or equivalent registering body e.g. NCS COSCA and IACP and accredited or working towards accreditation (Individual or Student member not sufficient) | Accredited by a recognised body*, e.g. BACP, NCS, CASCA, IACP* |
| **Experience** | * Experience of delivering structured counselling within a counselling / Psychological therapies service * Ability to conduct comprehensive risk assessment and formulate robust risk management plans * Experience with routine clinical outcome monitoring * Worked in a service where agreed targets are in place demonstrating outcomes * Experience of MDT working groups | Experience of working in a psychological therapy or mental health servicesCommercial awareness and/or experience of working in a Corporate environment |
| **Skills/knowledge** | * IT literate – intermediate level minimum * Experience of working with Microsoft Office | Other recognised specialist training e.g. EMDR, CFD, IPT |
| **Specialist training** | * Able to develop good therapeutic relationships with clients * Ability to meet agreed/specified service targets and Key Performance Indicators * Ability to manage own caseload and time * Ability to identify themes within client and customer groups |  |
| **Personal competencies and qualities** | * Interpersonal skills to engage and develop working alliances with colleagues and patients. * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work under pressure * An awareness of and commitment to supporting and facilitating diversity and inclusion * Excellent time management skills |  |

# Version Control

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| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
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