

JOB DESCRIPTION

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| Employer | Ashiana Network. A Company limited by guarantee and a registered Charity |
| Post | Counsellor & Group Worker |
| Reports to | Operations Manager- Counselling Services |
| Grade | NJC Scale Point 29 + Outer London Weighting |
| Working Hours | 28 hours per week Overtime will not be paid. Time off in lieu will be granted for any hours worked in excess. |
| Annual Leave | 25 days per annum plus public holidays (pro rata). |

BACKGROUND

Ashiana started operating in 1989 and specialises in helping young women, aged 16 - 35 years, from South Asian, Middle Eastern & Iranian communities who are at risk of domestic violence and sexual violence.

OUR SERVICES

Ashiana runs three refuges with a total of 21 bed-spaces; specifically for women aged 16-35 fleeing forced marriage. This multi award winning project is the only service of its kind in the UK and is highly innovative in terms of addressing an area of significant need not met in other refuge provision. Within these refuges we designate a number of bedspaces for women with no recourse to public funds. We offer an advice and support service to women and girls who are experiencing domestic violence/sexual violence, enabling them to make informed decisions and exit violent relationships. We provide counselling for women and girls affected by domestic violence and sexual violence. We also deliver an education programme for young people in secondary schools in East London aimed at preventing domestic violence and enabling young people experiencing domestic violence to access appropriate services. We deliver a range of awareness raising workshops for young people in the community and training on domestic violence for professionals in the voluntary and statutory sector. We run a youth project to engage young people between the ages of 13-19 who are disadvantaged or at risk of social exclusion in some form of extra-curricular activities. This is part of a pan-London VAWG (violence against women and girls) consortium and is a London Councils funded post

PRIMARY TASK

The post holder will be responsible alongside the Management Committee, Senior Management Team and other workers for the effective running of the Network; in accordance with the Management Policy, ensuring that it meets the needs of South Asian, Middle Eastern and Iranian women who have been made homeless as a result of physical, sexual, emotional or mental abuse.

- To work within the counselling team, delivering age and culturally appropriate counselling to women and girls (16+) who are experiencing or have experienced domestic violence and/or sexual violence, who present with mental health, depression, emotional distress and trauma
- To make counselling accessible to isolated/hard to reach women and girls
- To provide counselling to women and girls in satellites across specific London Boroughs
- To provide and set up therapeutic support groups in specific boroughs

- ❑ Ashiana Network aims to work in partnership with health, mental health, social services, other counselling organisations and specialised agencies, to ensure we are offering clients the most effective and appropriate form of support
- ❑ Counsellor and client relationship will be a direct relationship, with all matters of confidentiality resting with the Counsellor; however Ashiana Network will require appropriate and anonymous evaluations and monitoring information from counsellors for statistics and reporting information requested by funders and other interested parties
- ❑ The post holder will be expected to be sensitive and aware BAMER of cultural and community needs in all aspects of their duties and responsibilities

MAIN DUTIES

Clinical Responsibilities:

- ❑ To provide support to women and girls experiencing or have experienced domestic violence, sexual violence, childhood sexual abuse (CSA) and harmful practices, who present with mental health, depression, emotional distress and trauma including Post Traumatic Stress/Disorder (PTSD)
- ❑ To have the ability to provide counselling in at least one South Asian, Turkish or Iranian language
- ❑ To offer counselling with an emphasis on trauma model, including developmental trauma, PTSD and complex traumatic stress
- ❑ To provide therapy from a strengths and resilience based approach aimed at empowering women and girls
- ❑ To provide and conduct comprehensive clinical assessments to support the therapeutic journey, with a focus on therapeutic goals with the client
- ❑ To provide age and gender appropriate counselling to young women who are 16
- ❑ When working with young women under the age of 18 to explore counselling through creative approaches and interventions
- ❑ To be able to set up and provide therapeutic support within groups/outreach setting if required
- ❑ To provide therapeutic support to clients in venues accessible to them when appropriate /required
- ❑ To be responsible for maintaining up to date knowledge on all Ashiana Network Services available for clients to access
- ❑ To liaise with other voluntary and statutory agencies to develop referral pathways and protocols for joint working e.g. primary care services, community mental health teams, social services, schools, youth centres, women's organisations, hospitals etc.
- ❑ To be responsible for maintaining an awareness of current counselling issues, new developments and service providers
- ❑ To maintain up to date information and knowledge on local resources and services helping to ensure that clients are supported to make informed choices and decisions according to their needs and where appropriate provide support to clients in access these

- ❑ To implement crisis counselling interventions when necessary in order to provide emotional support, guidance & assistance to clients
- ❑ To consult with the Line Manager to arrange and receive appropriate external clinical supervision arranged by Ashiana Network
- ❑ To be committed to ongoing personal and professional development
- ❑ To maintain confidentiality with regards to all work undertaken in accordance with Ashiana Network policies and procedures

Monitoring & Evaluation:

- ❑ To maintain written clinical records in line with Ashiana Network policies and procedures and ensuring the security of such records at all times
- ❑ To ensure client data is inputted using the clinical outcome routine evaluation (CORE) for clients at required sessions and to maintain all administrative task involved in completing this task
- ❑ To ensure that referrals are processed effectively and efficiently and are in line with set referral criteria
- ❑ To maintain waiting lists and patterns of attendance in consultation with line manager
- ❑ To ensure that there are adequate provisions for feedback, monitoring and evaluation for clients to measure the progress made through counselling process
- ❑ To be responsible for own administration tasks relevant to client caseloads and post undertaken. Including providing information, statistics and reports for Ashiana Network's Management team/committee and funders
- ❑ To be involved in Ashiana Network's policy and service development in relation to the counselling service

Legal, Ethical & procedural Framework:

- ❑ To provide therapy/counselling in accordance with BACP Code of ethics and practice The British Association for Counselling Practice (BACP)
- ❑ To act at all times within the ethos, policies and procedures of Ashiana Network. This includes the Confidentiality Policy, Child Protection Policy, Health and Safety Policy, Equal Opportunity Policy and Disciplinary and Grievance Procedures
- ❑ To work at all times in the best interest of Ashiana Network and to avoid any action that may cast Ashiana Network and or its activities into disrepute

Flexibility Clause:

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically outlined above. Such duties however will fall within the scope of job. This job description will therefore be subject to review with the post holder, to ensure it accurately reflects the duties and range of the post. The aim being, to improve the quality of its services; for women and girls and all matters relating to their wellbeing.

General Duties:

- To maintain confidentiality in all matters relating to Ashiana Network and its service users
- To ensure that all Ashiana policies and procedures in your work area are adhered to
- To observe Ashiana's Equality & Diversity & Health & Safety policies and ensure awareness and integration with all communities in the Boroughs of operation
- To ensure all meetings and training relevant to your role including CPD as necessary to retain status
- To carry out any other duties in line with the objectives of the post as requested by the management Committee or Senior Managers
- Attend regular team meetings and other team commitments and meetings as necessary
- To carry out other tasks as are reasonably required to help the team to deliver its goals and have a flexible approach to work
- Provide and Support management with information and other detailed reports as and when necessary
- To attend regular supervision and appraisal meetings

Please note that this list is indicative of the key responsibilities of this role but is by no means exhaustive. Ashiana is an organisation responding to complex and challenging issues and a 'Can do' attitude and flexibility to take on other related tasks is essential. This job description does not form part of the contract of employment.

Employee's Name:

Signature of Employee:

Signature of Director:

PERSON SPECIFICATION

Post: Female Counsellor & Group Worker

Education & Qualifications

- Recognised professional counselling qualification within one of the therapeutic disciplines **-(Essential)**
- BACP accredited or working towards accreditation **-(Essential)**
- University level education **-(Desirable)**

EXPERIENCE

Essential

- At least two years post qualification experience of working within women and girls and domestic violence sector in a therapeutic setting
- 250 Hours of clinical experience
- Experience of working from a trauma focused model
- At least two years experience of supporting women and girls, particularly those who have experienced domestic violence e.g. physical or sexual abuse including childhood sexual abuse
- Experience of counselling women and girls who have experienced harmful practices ie female genital mutilation, honour based violence and forced marriage
- Experience of working with the diverse communities
- Experience of direct work with young people
- Experience of group work

KNOWLEDGE

Essential

- Knowledge of statutory social work legislation including Children Act 1989, Children Act 2004, Child Protection Procedures
- Knowledge of key childcare and child protection research
- Knowledge of a range of therapeutic models of intervention
- Sound understanding of equal opportunities in practice
- Sound understanding about domestic violence
- Sound understanding of public policy issues concerning provision for young people
- Must be member of recognised therapeutic body i.e. BACP, UKCP

SKILLS & ABILITY

Essential

- To be able to form quick and effective working relationships with clients, partner agencies and other professionals
- To be able to work directly with women and girls, using a variety of therapeutic skills and techniques

- ❑ Active listening and counselling skills
- ❑ Group work skills
- ❑ Ability to liaise effectively with people at a variety of levels in statutory authorities and other agencies
- ❑ Ability to communicate effectively in English, both verbally and in writing
- ❑ Ability to work under pressure and meet deadlines
- ❑ To be able to maintain accurate and up to date case records
- ❑ Ability to plan, prioritise and organise own work load and meet deadlines
- ❑ Ability to problem solve and manage conflict
- ❑ Ability to work as an effective team member
- ❑ Ability to have an element of flexibility and adaptability
- ❑ Ability to relate well and communicate clearly and respectfully with a diverse group of people
- ❑ Strong interpersonal skills
- ❑ Ability to adhere to Ashiana's policies and a commitment to the aims and principles of Ashiana Network
- ❑ Ability to monitor and report against project targets & communicate effectively with funders and stakeholders
- ❑ Ability to be analytical
- ❑ Ability to obtain and process information
- ❑ Ability to work competently with Microsoft Office and EXCEL packages
- ❑ Ability to form supportive, professional relationships with clients
- ❑ Ability to communicate effectively in English, both verbally and in writing
- ❑ Ability to work under pressure and meet deadlines
- ❑ Ability to work on own initiative
- ❑ Ability to learn new skills
- ❑ Ability to work as a member of the staff team and within a hierarchical structure.
- ❑ Ability to participate in and make use of supervision from the Senior Management Team

Desirable

- ❑ **To provide counselling in a south Asian language, preferably Urdu speaking**

Awareness

- ❑ An understanding of the issues effecting young people, particularly BME groups
- ❑ An understanding of the impact of discrimination on the lives of BME women and girls
- ❑ A commitment to equal opportunities in the provision of the Network's services
- ❑ Commitment and understanding of the aims and objectives of the Network
- ❑ Experience in planning, developing and delivering advocacy, advice and support services
- ❑ Experience of working in the voluntary or community sector

- ❑ Experience of multi-disciplinary work including child protection
- ❑ Experience of working with the BME women and girls
- ❑ Knowledge of child protection legislation

CIRCUMSTANCES

Essential

The post requires occasional evening and weekend work