

## ASHIANA NETWORK

### **JOB DESCRIPTION: COUNSELLOR**

<b>Employer:</b>	<b>Ashiana Network. A Company limited by guarantee and a registered charity.</b>
<b>Job Title:</b>	<b>Counsellor</b>
<b>Grade:</b>	<b>NGC Scale 29 + Outer London Weighting (Pro rata)</b>
<b>Reports To:</b>	<b>Counselling &amp; Outreach Services Manager</b>
<b>Working hours:</b>	<b>35 hours per week Overtime will not be paid. Time off in lieu will be granted for any hours worked in excess.</b>
<b>Location:</b>	<b>Ashiana Network head office with flexibility to travel to other sites when required by post holder to provide service to clients.</b>

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### **Background:**

Ashiana started operating in 1989 and specialises in helping young women, aged 16 - 30 years, from South Asian, Turkish & Iranian communities who are at risk of domestic violence and sexual violence.

### **Our Services:**

Ashiana runs three refuges with a total of 20 bed-spaces; two specifically for women aged 16-25 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. We offer an advice and support service to women 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 VGWG (violence against women and girls) consortium and is a London Councils funded post

**Expectation of Role:**

- To work within the counselling team, delivering age and culturally appropriate counselling to women and girls between the ages of 14-65 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 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 of Asian, Turkish and Iranian cultural and community needs in all aspects of their duties and responsibilities.

**Job Description – Clinical Responsibilities**

1. To provide support to women and girls experiencing or have experienced domestic violence , sexual violence and harmful practices, who present with mental health, depression, emotional distress and trauma.
2. To have the ability to provide counselling in at least one South Asian, Turkish or Iranian language
3. To offer counselling with an emphasis on empowerment and active participation from clients.
4. To provide age and gender appropriate counselling to young women under the age of 18.

5. When working with young women under the age of 18 to explore counselling through creative approaches.
6. To be able to set up and provide therapeutic support within groups/outreach setting if required.
7. To provide therapeutic support to clients in venues accessible to them when appropriate /required.
8. To be responsible for maintaining up to date knowledge on all Ashiana Network Services available for clients to access.
9. 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.
10. To be responsible for maintaining an awareness of current counselling issues, new developments and service providers.
11. 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.
12. To implement crisis counselling interventions when necessary in order to provide emotional support, guidance & assistance to clients.
13. To consult with the Line Manager to arrange and receive appropriate external clinical supervision arranged by Ashiana Network.
14. To be committed to ongoing personal and professional development
15. To maintain confidentiality with regards to all work undertaken in accordance with Ashiana Network policies and procedures.

### **Monitoring and Evaluation**

16. To maintain written clinical records in line with Ashiana Network policies and procedures and ensuring the security of such records at all times.
17. 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.

18. To ensure that referrals are processed effectively and efficiently and are in line with set referral criteria.
19. To maintain waiting lists and patterns of attendance in consultation with line manager.
20. To ensure that there are adequate provisions for feedback, monitoring and evaluation for clients to measure the progress made through counselling process.
21. 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.
22. To be involved in Ashiana Network's policy and service development in relation to the counselling service.

### **Legal, Ethical and procedural Framework**

23. To provide therapy/counselling in accordance with one of the three bodies recognised by the Health Professional Body (HPC) BACP Code of ethics and practice The British Association for Counselling (BACP), The United Kingdom Council for Psychotherapy (UKCP) and The British Association of Psychotherapy (BAP)
24. To receive regular supervision and support around duties and responsibilities outlined in job description.
25. 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.
26. 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.
27. To attend meetings with Ashiana Network senior management and other staff members as appropriate.
28. To undertake any other reasonable duties as required by Ashiana Network senior management team / management committee.

### **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.

## **PERSON SPECIFICATION – COUNSELLOR**

### **EXPERIENCE**

#### **Essential**

- At least two years post qualification experience of working with women and girls and the domestic violence sector in a therapeutic setting.
- At least two years experience of supporting women and girls, particularly those who have experienced domestic violence e.g. physical or 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

## **EDUCATION/QUALIFICATIONS**

### **Essential**

- Recognised professional counselling qualification within one of the therapeutic disciplines.
- BACP accredited or working towards accreditation
- Accrued over 250 hours of counselling experience post qualification

## **SKILLS & ABILITIES**

### **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 work on ones own initiative.
- 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 Counselling Manager.
- Ability to work within Ashiana Network's policies.

## **Desirable**

- Fluency in at least one of the following languages, preferably, Urdu, Hindi, Punjabi, Gujarati, Bengali, Turkish, Farsi or Arabic.

## **AWARENESS**

- An understanding of the issues effecting women and girls affected by domestic violence.
- An understanding of harmful practices and the impact on women and communities.
- An understanding of the impact of discrimination on the lives of women and girls from minority ethnic communities.
- An understanding of the concept of confidentiality in relation to working with women and girls and within refuge provision.
- A commitment to and the promotion of equal opportunities in the provision of the organisation's services.
- An understanding of the aims and objectives of the organisation and a commitment to them being carried out.

## **CIRCUMSTANCES**

### **Essential**

- The post requires occasional evening and weekend work.