**Relationship counsellor job pack**

# **Welcome!**

Are you a warm, caring counsellor who is passionate about supporting people to thrive in their relationships? We want to hear from you!

We’re hiring experienced relationship counsellors across locations in England and Wales to join our counselling teams.

With a supportive community of over 1,000 counsellors, you’ll get the chance to learn from other counsellors, hone your practice with CPD training and clinical supervision.

No session will be the same – people from a wide range of backgrounds access our digital and face-to-face services. And we’d love for our counsellors to reflect the diversity of our society and client base, too.

Any questions not answered in this pack? Drop us an email at [recruitment@relate.org.uk](mailto:recruitment@relate.org.uk).

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# **Here’s a little more about us**

Relate is the [leading relationships charity](http://www.relate.org.uk) and the Relate Federation is the largest provider of relationship support in England and Wales.

Offering counselling, information, mediation and support to individuals, couples and families, we work with people of all backgrounds, sexualities and gender identities at all stages of life. Last year we reached more than 5.6 million people.

Our counselling services have mainly been delivered via video and phone during the pandemic, however we’re now building our in-the-room work back up in some locations.

We also provide expert training for those wanting to become counsellors and for counsellors who want to expand their knowledge.

You can read more about how we’ve supported millions of people to help their relationships thrive [through our 2020/21 annual report.](https://www.relate.org.uk/sites/default/files/publications/uploads/relate_annual_review_2020-2021_web.pdf)

# **Our vision, mission and values**

**Our vision** is a future where healthy relationships are actively promoted as the heart of a thriving society.

**Our mission** is to make expert information and support for healthy relationships available to everyone.

**We value** being **human**, **connected**, and **smart** in the way we work.

The Relate Federation comprises of the national charity Relate – which delivers services in 15 locations – and 24 local federated Relate Centres that are independent registered charities. Led by the national charity, we all work together under the Relate brand to ensure consistently high-quality services for those we exist to support. In total, more than 1,000 practitioners work across our Federation.

# **Our commitment to diversity and inclusion**

As an equal opportunities employer, we’re dedicated to building a diverse and inclusive organisation that supports the needs of the communities we serve.

We’re working to build a diverse workforce, in particular people that have been and continue to be excluded such as individuals from Black, Asian, Ethnic communities, LGBTQ+ people, disabled people, people of faith and people from less advantaged socioeconomic backgrounds.

Our commitment to inclusivity includes embedding good practices into all our activities so that Relate is an inclusive, welcoming, and inspiring place to work and train, regardless of age, disability, trans identity or history, marital status, pregnancy and maternity, race, religion, sex, or sexual orientation.

We’re also interested in British Sign Language speaking or multilingual counsellors who have worked with BSL or non-English speaking communities.

# **What’s the role?**

We’ve been experiencing a really high demand for our services and are looking for experienced relationship counsellors to join our counselling teams.

As a relationship counsellor, you’ll focus on supporting couples and individuals. You’ll be caring and understanding, using your counselling expertise to provide the best support possible.

It would also be a bonus if you also had counselling qualifications in the following areas:

* + Families
  + Children (5 - 10 years)
  + Young people (11 - 18 years)
  + Psychosexual therapy (PST)

# We’re looking for relationship counsellors across locations in England and Wales so please do get in touch to find out more about the various opportunities available. While we’re still mostly working online and on the phone, we’re beginning to offer in-the-room sessions in some locations. This means we’re keen to recruit colleagues who can work across a range of mediums.

# **The support and benefits you’ll get by joining the Relate team**

* Working with clients from a wide range of backgrounds – no one session will be the same!
* Free one-to-one and case supervision groups – we pay you to attend.
* Access to our Practice Helpline, staffed by Relate’s senior clinical team, where you can ask questions and gain further support.
* Continuing Professional Development, whether that’s webinars, online discussion groups, workshops, clinical Q&A’s and other formal learning.
* Opportunities to train in/work for other services that we offer, such as young people’s counselling, family counselling and sex therapy.
* Supportive administration colleagues to help manage diaries, payments and client communications which allow you to focus on your clinical practice\*.
* Support with GDPR and legal issues
* Alongside working at an organisation with detailed clinical policies, clinical guidance and support from IT.

\*Exact processes dependent on local arrangements.

# **Job description**

To provide high quality adult relationship counselling services in line with Relate’s standards and policies. You’ll be expected to work collaboratively with colleagues to ensure our services are accessible to everyone who needs them.

# **Role responsibilities**

**Counselling clients**

* To provide adult relationship counselling services (and/or, if appropriately trained and qualified, specialist counselling services such as family counselling, children’s counselling – 5 to 10 years, young people’s counselling – 11 to 18 years, and psychosexual therapy) to clients at times and locations to be agreed with the line manager. Arrangements will be reviewed regularly to ensure client demand is being met.
* To undertake training and use Relate’s online client booking system (Penelope) on a daily basis to check appointments and complete client/service monitoring forms as directed.
* To notify the relevant administrative colleague of closed cases so that end of counselling forms can be dispatched.
* To update records confirming client attendance and work with the appointments team on future bookings and administrative requests. This should be completed at the end of every shift.
* To record and maintain written case records on Penelope in accordance with Relate policies, unless otherwise agreed in writing with your line manager.
* To ensure that safe practice and the wellbeing of clients is prioritised at all times, particularly in relation to issues such as child protection, domestic abuse and suicide ideation. This may include making welfare calls as required.
* To have an up-to-date and clear understanding of the safeguarding protocols within your centre, e.g. actions that need to be taken for making disclosures.
* To notify your supervisor, line manager and safeguarding lead of any issue that requires reporting to relevant authorities in order to ensure safeguarding and child protection procedures are followed in line with government regulations, local guidelines and Relate policies.
* To be fully up to date with all external organisations and resources relevant to the work such as local domestic abuse and safeguarding situations.
* To adhere to Relate’s requirements, consulting with supervisors regarding all clinical work and liaising and consulting with the Practice Helpline and Senior Practice Consultants as necessary.
* To ensure all working practices are compliant with Relate’s policies and standards and to work within organisational frameworks and codes of practice.
* To work collaboratively with Relate to ensure all services are delivered in a co-ordinated, professional and efficient manner.

**Supervision and line management**

* Attend regularly (on a monthly basis), individual case supervision meetings with your designated clinical supervisor/s.
* Attend regular Clinical Discussion Group (CDG) meetings.
* Keep all relevant information on Relate’s Practitioner Directory up to date and upload documentation as required.
* Complete requests for annual leave using appropriate systems, providing at least 2 weeks’ notice.
* Report to the relevant manager on all other line management matters.
* Regularly attend staff meetings.
* Read and respond to emails on every shift.

**Continuing Professional Development**

* When working with Relate clients, Relate practitioners are required to adhere to the Relate code of ethics and practice and also be mindful of external good practice frameworks of external bodies such as BACP.
* Take personal responsibility for professional development and fulfil the required number of CPD hours annually to remain current on the Relate Practitioner Directory.
* Undertake any mandatory CPD/training required by Relate for the proper fulfilment of the role.
* The post holder is expected to keep up to date with latest research, information, and good practice as it relates to the delivery of Relate services and the proper performance of the role.
* Discuss and identify any specific training needs with your supervisor.

**Confidentiality and compliance**

* Ensure appropriate client confidentiality in line with Relate policies and guidance.
* Promote equal opportunity and anti-discriminatory practices which uphold the rights of all individuals to equal access to services irrespective of gender, age, ethnicity, religion, social class, sexual orientation or disability.
* Ensure compliance with health and safety, adult and child protection and data protection regulations in accordance with the relevant legislation and Relate policies.
* Ensure compliance with the requirements of local agreements and contracts as required by local and national commissioners in the delivery of Relate services on their behalf.
* Contribute towards evaluating the effectiveness of Relate services in line with Relate procedures.

**General**

* Work closely with the line manager in relation to client complaints.
* Be supportive of trainee counsellors.
* Raise any matter of dispute or disagreement of an administrative or operational nature promptly with the line manager.

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| **Person specification** | **Essential** | **Desirable** |
| **Minimum qualifications:**   * A Relate qualification in Adult Relationship Counselling (or an equivalent\* recognised qualification in couples counselling). * A Relate qualification or equivalent\* in each Relate service to be delivered.   \*(See Relate’s [Accreditation of Prior Experience and Learning list on our website](https://www.relate.org.uk/about-us/work-us/train-be-counsellor/apel-accreditation-prior-experience-and-learning).) | Yes  Yes |  |
| **Knowledge:**   * Understanding of a range of adult relationship counselling theories and methodologies. * Understanding of, and commitment to, anti-discriminatory practice. * Understanding of the dynamics of charitable organisations. | Yes  Yes | Yes |
| **Experience:**   * Experience of clinical practice providing adult relationship counselling. * If contracted to deliver specialist services e.g. psychosexual therapy or family counselling, experience of relevant clinical practice. * Experience of working with a range of counselling theories and methodologies. * Experience of counselling through a range of delivery methods i.e. face-to-face, online and via telephone. * Experience of working therapeutically with clients from a range of backgrounds and needs especially those who may be socially excluded. | Yes  Yes  Yes  Yes | Yes |
| **Skills and abilities:**   * Ability to understand and operate within Relate’s organisational policies, procedures and guidelines and Relate Code of Ethics and BACP frameworks of clinical practice for counsellors. * Self-directed with strong organisational, IT and administrative skills and the ability to manage a complex and demanding workload. * Can demonstrate the ability to maintain accurate and appropriate records in line with procedures and the law. * Understanding of organisational structure and dynamics, and a willingness to adapt. * Ability to work as part of a team and form effective working relationships. * Excellent communication skills. * Excellent time management skills. * Commitment to working within and promoting Relate’s Equality and Diversity Policy. * DBS checking appropriate to role and delivery. * WHERE APPROPRIATE: Ability to communicate using the Welsh/other languages. | Yes  Yes  Yes  Yes  Yes  Yes    Yes  Yes | Yes |
| **Personal qualities:**   * Professional, warm, empathetic, calm, friendly, reliable and adaptable. * Committed to helping find ways forward in supporting people in troubled relationships. * Commitment to professional development and delivering best practice. * Ability to maintain professional boundaries while responding to complex ethical dilemmas. | Yes  Yes  Yes  Yes |  |

# **Salary and location**

**Pay rates** start from £28,210 pro rata for counsellors, dependent on responsibilities, experience, and location.

# We’re looking for relationship counsellors across locations in Nottinghamshire, so please do get in touch to find out more about the various opportunities available.

# **How do I apply?**

To apply to be a relationship counsellor at Relate, please drop an email to [**recruitment@relate.org.uk**](mailto:recruitment@relate.org.uk)with a short covering letter outlining your qualifications and experience, your CV and your preferred geographical working location. We’ll then do our best to match you with a local Relate service who may have opportunities now or in the future.

If you don’t hear back from us within 10 days of applying, please feel free to email for an update.

Worried you don’t fit all of the listed criteria? Please don’t be! If you’re unsure whether or not to apply, email us at [**recruitment@relate.org.uk**](mailto:recruitment@relate.org.uk) and we’ll do our best to help. We’re really keen to hear from as many people as possible.

You can about keep updated about upcoming job opportunities via our [**LinkedIn**](https://www.linkedin.com/company/relate).