



# **Recruitment Information Pack**

Student Counsellor

# Welcome to Doncaster Mind!

Thank you for your interest in working with us here at Doncaster Mind.

In this pack you should find all the information you need to learn more about us and what we do. This includes:

- More about us, what we believe in and our values
- Our application process
- The role description and person specification
- What we expect from our staff
- What you can expect from us

## Our organisation

Doncaster Mind is a passionate and energetic organisation that works to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face-to-face and online services from one to one support, groups, activities, guided learning and training and volunteering opportunities. We also work with Doncaster Council and Rotherham, Doncaster & South Humber NHS Foundation Trust on specialist projects and services.

Our small team really cares about making a difference to the people of Doncaster and we work hard to make a positive change for people's mental health. Last year we helped over 1062 people who are living with mental health problems. We have been supporting people in Doncaster for over 40 years.

We are affiliated to the Mind network BUT we are not a branch of national Mind – we are an independent local charity that fundraises locally and applies for grants and bids in order to continue our work.

## We believe

- No one should have to face a mental health difficulty alone
- We won't give up until everyone experiencing a mental health difficulty gets the support they need and deserve

## What people say about us:

*"Being able to talk without judgement to my counsellor I've been able to reflect on how my past has affected me. I'm so grateful and now feel able to build my life back up and even help others. This service has been a life saver"*

*"I wasn't sure what to expect from mentoring but I gained so much from it and my mentor was great."*

*"I never speak out in groups, but I did - thank you. Keep doing what you have been doing"*

*"I have lost count now of how many students you have taken on as volunteers. The ones you have speak highly of Doncaster Mind and this is great for their development. Thank you"*

*"Thank you Doncaster Mind staff I really couldn't be more grateful for all the amazing work and support you do"*

## A note from our CEO



We are really pleased that you are interested in working with us. Applying for a volunteer role can be a big step for a whole range of reasons and we want to make Doncaster Mind a potential option for as wide a range of people as possible. A diverse staff team creates the value in our services that we want all those we help to experience.

We have included as much information as possible in our pack. If you are interested in a role but are unsure if you should apply, then I strongly recommend you give us a ring. It is equally important that you find out about us as well as us finding out about you!

We are always keen to hear from people who are passionate about mental health and about working to support those who are experiencing mental ill health

# Counselling at Doncaster Mind

We deliver 1:1 counselling for individuals aged 18 years and over who live in the Doncaster. We are currently implementing two pathways for our counselling service:

- A fully funded model offering up to 10 counselling sessions at no cost to the client
- A fast-track paid-for model, offering quicker access to counselling with a flexible number of sessions

As a charity, we rely on grants, contracts, sponsorship, donations and fundraising to sustain our services. By offering two streams of counselling provision, we aim to provide counselling to those experiencing financial barriers to access, and to operate a pay-it-forward model for those who can afford to pay in order to sustain our service.

For every counselling session that is paid for, we will be able to provide a free of charge session to someone who is unable to pay for their counselling.

Individuals will be given access to a safe, confidential space to explore stressors impacting their mental health and work through any challenges that they choose to bring to the sessions. Through our blended model of delivery, those accessing counselling have the option of face to face or online support. Sessions are delivered by qualified, experienced counsellors or students on placement. Each client has an in-depth initial assessment, which helps to ensure that counselling is the right service for them, and to identify any risks and barriers, and explain the counselling process. This helps to manage expectations and results in increased engagement in sessions.

Outcomes for individuals:

- Feeling more resilient and optimistic about the future
- Learning different strategies to be able to deal with problems appropriately
- Increasing confidence, positivity and self-esteem
- Improving clarity of thought and helping make decisions
- Learning techniques to use to reduce stress and improve relaxation

Our vision is that we want to be widely known and identifiable across the borough, share our quality and reliability openly and be the organisation of choice for those not only wishing to access services and support. We want to develop our reputation for:

- providing excellence in community mental health support
- providing a wide range of services
- being approachable, responsive and easy to communicate with
- being a skilled and valuable project partner to other organisations

## The Role

As part of our continuing growth we are excited to be recruiting a new cohort of student counsellors.

The post holders will deliver up to 10 sessions of subsidised counselling to up to 3 clients per week.

We will be looking for the Counsellors to increase wellbeing, resilience, confidence and equip clients with increased coping strategies.

You will be joining a team of passionate individuals who are focused on supporting the mental health of the Doncaster community and we hope that as a student on placement with us you will both contribute to and benefit from the team ethos here at Doncaster Mind,



## Role Description

Role Title:	Student Counsellor
Hours:	Up to 3 hours a week for, ideally a minimum commitment of 6 months is requested. The day and time of sessions are negotiable
Responsible to:	Therapy Coordinator / Lead Counsellor
Responsible for:	No line management responsibilities
Hybrid working	Sessions can take place at Doncaster Mind or online via Zoom
Aim of the post:	To deliver counselling sessions via our fully-funded model (free of charge to clients)

Main duties:

- To deliver counselling to our clients
- Recording all client information & contact on the CRMS and upholding client confidentiality in line with Doncaster Mind's confidentiality policy
- Promoting equity in health by working in partnership with individuals and groups that face barriers to good health
- Being familiar with the Doncaster Mind 'Code of Conduct' and ensure that it is followed at all times
- Participating and actively engaging in supervision
- Taking responsibility, with colleagues, for ensuring that all Health and Safety, Safeguarding, Information Gathering and Equality & Diversity requirements are met and all other Company policies complied with
- Working in alignment with the aims, objectives, and core values of Doncaster Mind

Working within Doncaster Mind values

- Ensure a commitment to quality, working within Doncaster Mind's policies and procedures
- Actively engaging within supervision
- Be a champion for mental health

Essential qualifications:

- Be enrolled on an accredited counselling course (usually Level 4, Postgrad Diploma, or Master's Degree), or be a qualified accredited counsellor
- Hold student or full membership to an ethical body (usually BACP or NCPS)



## Person specification

Don't just tell us how you meet the specification – show us! Feel free to tell us about projects you've worked on, awards you've won, training you've undertaken, developments you contributed to. Feel free to add photos and videos

<b>Knowledge, Skills, and Experience</b>	<b>Where this will be evidenced Application (A), Interview (I), Exercise (E)</b>
Be enrolled on an accredited counselling course (usually Level 4, Postgrad Diploma, or Master's Degree), or be a qualified accredited counsellor	A, I
Hold student or full membership to an ethical body (usually BACP or NCS)	A, I
An understanding of the role of counselling in supporting people's mental health	A, I
Knowledge and understanding of mental ill health and recovery	A, I
Confident in ability to build rapport with a variety of clients both virtually and face to face	A, I
Awareness of Data Protection issues and the ability to work with confidential sensitive information	A, I
<b>Practical Skills</b>	
Strong interpersonal skills	A, I
Excellent verbal and written communication skills	A, I
Good ICT proficiency	A, I
Awareness of professional boundaries with clients, organisations and companies at all times	A, I
Organisational and time management skills	A, I
<b>Values and Attitudes</b>	
Non-judgmental approach to people	A, I
Empathy and the ability to relate to difficulties a client may be experiencing	A, I

Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary	A, I
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\* Experience – you should be able to draw on four or five different examples you could use to describe your experience\*

\*Significant experience – you should be able to comfortably draw on a range of experiences from a number of different situations learnt over a period of time

Successful Candidates will be expected to:
<ul style="list-style-type: none"> <li>• Evidence a Fitness to Practice Certificate signed by course tutor (if on placement)</li> <li>• Undertake training in IT/client record database and print</li> <li>• Provide an up to date DBS/ pay for us to undertake one on their behalf</li> <li>• Provide evidence of an active student or full membership of BACP or NCS</li> <li>• Supply two references</li> <li>• Find and attend own supervision in-line with ethical frameworks</li> </ul>
Doncaster Mind will:
<ul style="list-style-type: none"> <li>• Conduct initial assessments and identify appropriate clients for the volunteers to begin therapy with</li> <li>• Provide appropriate therapy rooms for the sessions to take place in</li> <li>• Ensure a safe environment for the student/ volunteer to undertake their practice</li> <li>• Provide full support from the Lead Counsellor and Therapy Coordinator</li> <li>• Complete records / paperwork for students on placement as required by their course</li> <li>• Provide access to our collection of counselling resources</li> </ul>

## Our application process

You're welcome to have a conversation with us about the role before you apply. We know application forms take ages to fill in, and you may also be worried that your skills and experience might not be a good fit.

We absolutely want to make our roles as accessible as we can to the widest range of applicants, so these conversations give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the application process.

Book a phone conversation in with us before you apply, and we will talk you through the role, how your skills and experience might fit our job description and person specification and talk you through how to complete the application form.

**Please email [laura.eastwood@doncastermind.org.uk](mailto:laura.eastwood@doncastermind.org.uk) to arrange a call.**

Once you've submitted your application form, we will compare your application to what we're looking for with our person specification, and if they're a good fit we'll contact you for an interview.

**Closing date applications: Ongoing recruitment**

**Interview date: by arrangement**

# What we expect from our people

Our clients and colleagues are really important to us. We want Doncaster Mind to be a great place to work and to receive services from, so we have some expectations of our staff.

## You will:

**Put our clients at the heart of your work:** Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the Doncaster Mind team, we will expect you to put clients at the centre of your work

**Be empathetic and compassionate:** You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

**Value difference:** Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

**Champion equity:** Whenever you are representing Doncaster Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

**Be non-judgmental:** Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non-judgmental approach to our work. You may also need to challenge others' stigmatising views in a gentle and non-judgmental way.

**Be open and transparent:** You're honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

**Be prepared to muck in!** We're a team and sometimes the unexpected happens. We expect all of our people to support each other, and this might mean you end up doing something you didn't expect to do, within reason!

# What our staff can expect from working with us

We're a friendly team who are passionate about improving mental health for everyone. So you'll be joining a group of likeminded people working together for a common cause. Whether it's tea and cake in our staff room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

- **Hybrid working:** Most of our roles offer hybrid working arrangements, with the exception of a few fully office-based roles. There is a usual expectation of some office-based work in our hybrid roles but this depends on the role. Please check the role requirements at interview. If you prefer to be fully office based, you also have this option
- **Flexible working arrangements:** when home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing.
- **Working in a values-based organisation:** We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together
- **Personal development:** We are a small but ever developing organisation, always seeking to work in new areas and on new projects. As such there are plenty of opportunities to work across service boundaries, learn new roles and work on new projects.