University of Edinburgh

Job Description – HR/CORP/005

1. Job Details

Job title: Head of Staff Counselling [0.33 FTE]

School/Support Department: Human Resources

Unit (if applicable): Corporate HR

Line manager: Director of HR

2. Job Purpose

To provide and manage a confidential Staff Counselling Service to all Colleges and Support Groups, monitoring and developing the service, offering professional guidance and support to colleagues in HR, managers and Committees, in areas of staff support. Maintaining a high level of professional counselling practice in accordance with the British Association for Counselling and Psychotherapy’s (BACP) Ethical Framework and other counselling guidance.

3. Main Responsibilities

1. To manage and develop the University’s Staff Counselling service, providing a safe, accredited, professional and confidential counselling and support service to individual employees, ensuring that the service is in line with the needs of the University and with professional counselling practice requirements and developments. **20**

2. To advise the HR Director of organisational issues that require to be addressed and to provide regular reports to Staff Committee on the service, its usage and trends identified. **10**

3. To work with HR colleagues, and Occupational Health colleagues, and the Equality and Diversity Manager, to ensure that there is joined up thinking and guidance on all issues of staff support and that this is built into the University’s staff policies and strategies where appropriate. **10**

4. To undertake clinical counselling activity with individual employees (normally self-referred), providing brief interventions helping staff to find longer term counselling where this is needed; providing advice and support to staff (especially managers) who have concerns about colleagues. To attend supervision in accordance with BACP guidelines. **50**

5. To manage the service resources, leading staff (including recruitment, appraisal, development and discipline) and managing the non salary budget. **10**
4. Planning and Organising

Manage the flow of demand on the service by analysing the annual statistics, planning when additional counselling sessions are required to keep up with the demand and employ sessional staff as required within the resource constraints.
Identify, recommend and implement any professional changes or developments (including advertising the service) as required, formulating protocols and consulting with staff regarding implementation.
Maintain Service compliance with relevant legislation, such as FOI and DDA. Planning is normally up to one year ahead.
Organise own clinical workload, including contracting with clients and preparing cases for supervision.

5. Problem Solving

Problems relating to changes in policy or practice which impact on staff need to be solved through careful consultation with the right people. All activity needs to be carried out within changing legislation (such as Data Protection) and legal risk (personal injury claims).
Help counselling staff to resolve issues relating to clients causing concern whilst maintaining procedural practice, standards and professional ethics. The client driven nature of the work means managing waiting list issues and their implications.

6. Decision Making

The jobholder is expected to take forward his/her area of work, on his/her own initiative and to identify issues which need to be referred upwards (rules of confidentiality mean that these issues can only be referred in general rather than in individual terms) to Head of Human Resources. Much of the work will involve joint policy development or problem solving with senior members of the HR community.
The jobholder may need to make a decision to consult with external professionals on how best to support a member of staff – GP or psychiatrist.

7. Key Contacts/Relationships

Clients, managers, HR staff, Occupational Health staff. Staff Committee occasionally (presenting reports).
External relationships with professional workplace counselling services in HE and beyond in order to develop the UoE service.
Managerial and professional leadership relationship with Counsellor, sessional staff and part time administrative staff member.

8. Knowledge, Skills and Experience Needed for the Job

Must be fully accredited with BACP (or be eligible for, and obtain within six months), and must maintain professional clinical supervisory support. Knowledge of workplace and organisational relationships is essential in order to provide more than an individual service.

9. Dimensions

12 hours per week. Manages one Counsellor (also 12 hours per week) plus additional sessional help with waiting lists (which is regular but of variable amounts), and part-time clerical support. Non-salary budget £ .......... . University staff numbers (headcount) is 7,000.

10. Job Context and any other relevant information

Working in a large and complex organisation. Client confidentiality is paramount which means that issues have to be raised and problems addressed without identifying individuals or units,
and a fine balance maintained between responsibility to the individual and legal risk to the University.