



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Staff Counsellor (part-time 0.6FTE)

Department/Division: Student Wellbeing Service; Student Services; Academic Registrar's Division

Accountable to: Head of Counselling and the Senior Staff Counsellor.

Job Summary

The London School of Economics and Political Science (LSE) is one of the foremost social science universities in the world, with a global reach and an international student intake. The Academic Registrar's Division (ARD) is a key central support unit within the School. ARD's delivery remit is wide: We are an informed and inspiring voice to our prospective students; a welcoming and friendly face to our new students; a knowledgeable and caring presence to our current students; and a proud and supportive friend to our graduating students. To our colleagues across LSE we are a professional and constructive source of help, support and advice. At LSE we're committed to making the School a welcoming, inclusive and healthy place for all. Our vision is that together, we will shape our School so that everyone feels empowered to realise their potential, cope with challenges and contribute to our community.

Within ARD, the Student Wellbeing Service (SWS) is led by the Deputy Head of Student Services (Wellbeing). SWS encompasses the Student Counselling Service and the Staff Counselling Service which are both managed by the Head of Counselling and the Deputy Head of Counselling. The Staff Counselling Service is 1.2FTE: 1 Senior Staff Counsellor (0.6FTE) and 1 Staff Counsellor (0.6FTE). There are 6.4FTE Student Counsellors. Staff Counsellors and Student Counsellors work together at counselling service team meetings for clinical and operational matters. In addition to in-house counselling, LSE staff also have access to out of hours counselling provided by an external Employee Assistance Programme.

The Staff Counselling Service works to:
Provide clinical assessment and counselling to LSE staff members.

Offer short-term counselling (up to 6 sessions) to clients, according to the priorities and needs of the service; such decisions to be made in consultation with the Head of Counselling and Senior Staff Counsellor.

Liaise with health services providers as appropriate, and with colleagues across the LSE in order to facilitate staff wellbeing, within the bounds of client confidentiality.

Provide training, guidance and support to LSE staff on matters relating to mental health and wellbeing.

Participate in audit and evaluation procedures as part of overall quality assurance.



The successful candidate will have extensive experience of providing brief counselling, within an HE institution, workplace counselling, or similar environment.

Note: The extent to which any counsellor will have time/capacity to address all the elements of the role may vary. Decisions on working arrangements will be decided in consultation with the Senior Staff Counsellor, with advice from the Head of Counselling where appropriate.

Duties and Responsibilities

- Respond appropriately to enquiries (telephone and email) to the Staff Counselling Service.
- Undertake an initial assessment of client needs and make appropriate decisions about appropriate course(s) of action.
- Offer consultation and guidance to staff seeking advice concerning staff in crisis, working within the bounds of confidentiality.
- Recognise and respond appropriately to client disclosures which raise risk and safeguarding concerns. In consultation with the Head of Counselling and SWS staff, recognise where existing confidentiality agreements need to be widened in order to manage risk.
- Provide brief counselling on a one-to-one basis, face-to-face or online, according to the needs of the service.
- Manage own caseload including arranging appointments with ongoing clients, taking into account client preferences for scheduling and frequency of sessions and service demand.
- Maintain appropriate electronic and written records on clients, including session notes and records of client contact with other relevant parties, both within the School and externally
- Respond to individual client needs, adapting counselling approach as required, taking into account diverse experiences and backgrounds.
- Work collaboratively with clients regarding clinical decisions and recommend course(s) of action which may include referral to other members of the team, other internal staff involved in Staff support and external statutory and/or voluntary agencies.
- Assist with the management of the waiting list and timely allocation of appointments.
- Participate in the planning, promotion, and delivery of a range of psycho-educational groups, training, and stand-alone material for staff.
- Communicate effectively with staff, taking into account diverse cultural and social backgrounds of the School community.
- Incorporate routine outcome measures into clinical work, using appropriate evaluation tools as required by the service.
- Participate in audit and evaluation duties to ensure service quality and accountability.
- Take a team-based approach to the organisation and development of the counselling service and the wider SWS.
- Participate in operational team meetings and clinical meetings in order to maintain core service standards.
- Participate in other activities necessary for the effective support of staff.
- Operate within all procedures established for the service and key School policies impacting on staff wellbeing, such as disability, bullying and harassment, grievance and disciplinary procedures as well as other areas linked to equality, diversity and inclusion, with due attention to the requirements of the EA, GDPR, FOI and H&S legislation.
- Work within the BACP Ethical Framework.
- Undertake CPD and individual supervision as required for professional accreditation / membership.
- Undertake other relevant duties as directed by the Head of Counsellor and Senior Staff Counsellor.



Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.