### Job Title and Grade
- Counsellor/Therapist - National Counselling Service
- Counsellor/Therapist Clinical Co-ordinator – National Counselling Service
  Grade Code 3028

### Campaign Reference
NRS0690

### Closing Date
Thursday, 18th October 2012 at 12 noon

### Proposed Interview date(s)
Week commencing Monday 19th November 2012

### Taking up Appointment
To be indicated at “job offer” stage.

### Organisational Area
All Health Service Executive (HSE) Areas – DML, DNE, West and South

### Location of Post
Please note the panel created through this recruitment campaign will be used to fill vacancies at all HSE sites as appropriate.

### Details of Service
The HSE National Counselling Service (NCS) provides a professional, confidential, counselling and psychotherapy service to adults who have experienced abuse in childhood. The NCS is free of charge to any adult who has experienced neglect, emotional, physical or sexual abuse in childhood. Priority is given to adults who experienced abuse in institutions.

The NCS Counselling in Primary Care Initiative (CIPC) provides time limited counselling to clients presenting with non-complex psychological difficulties. CIPC is provided to those adults holding a GMS card who present with non-complex psychological difficulties.

More information about the NCS can be obtained from [www.hse-ncs.ie](http://www.hse-ncs.ie)

### Reporting Relationship
To the Director of Counselling

### Purpose of the Post
To provide counselling and psychotherapy to adults.

### Principal Duties and Responsibilities

#### ROLE AND RESPONSIBILITIES FOR ALL COUNSELLOR/ THERAPIST POSTS:

**Clinical**

- To take telephone calls to the dedicated Freephone line for prospective clients.
- Assessment of telephone callers’ needs and referral as appropriate.
- To conduct assessment and individual and/or group counselling/therapy with adults. The Counsellor/Therapist is required to maintain a clinical caseload in proportion to other duties of the role. In a regular week 16 client contact hours are expected from those providing counselling to clients presenting with past abuse across various centres within the geographical work area.
- To inform clients about legal and psycho-social implications of attending the National Counselling Service
• To establish appropriate contracts in relation to clients to facilitate the counselling process
• To inform and facilitate clients in accessing other appropriate Health Care and support services
• To attend for regular external clinical supervision in accordance with the supervision policy
• To actively participate in peer supervision with colleagues, as appropriate
• To attend regular case-management and managerial supervision with the Director of Counselling.

Organisational
• To deputise in the absence of the Director of Counselling as required
• To attend meetings, case conferences, etc, as required by Director of Service
• To liaise with relevant statutory and voluntary agencies
• To contribute to and safeguard the good reputation of the service in all dealings with external agencies
• In the exercise of his/ her duties the counsellor therapist will endeavour to implement the aims, objectives and policies of the organisation.
• Excellent personal skills and ability to engage with staff across the HSE and external agencies.

Administration & Accountability
• To prepare reports as required by the Director of Counselling
• To work as a member of an integrated professional team
• To comply with HSE and Department of Health and Children Guidelines
• To comply with Policies and Standards of service as outlined by the National Counselling Service
• In consultation with the Director of Counselling, the Counsellor/Therapist will balance a reasonable caseload of individual clients with an appropriate proportion of group work, educational work and prevention.
• To keep records and observe professional standards in respect of their confidentiality and security
• To report to the Director of Service matters affecting the delivery of service at regular team meetings
• To engage in in-service and other relevant training opportunities and to keep up to date with new developments in the area of counselling
• To provide statistics on workload as required.

Service Development and Evaluation
• To play an active role in development of the service
• To contribute to an objective evaluation of the effectiveness of the Service as required.
ADDITIONALLY FOR THOSE COUNSELLOR/ THERAPISTS ASSIGNED THE CLINICAL
CO-ORDINATOR ROLE FOR NCS CIPC:

Clinical
- To assign, monitor and supervise the workload of Counsellor/Therapists working
  on a contract basis to working in accordance with service policies and procedures.
- To manage risk issues
- To work with the director of counselling on developing an agreed model of service supervision
- To promote good practice and support practice initiatives
- To link with other practice supervisors to ensure service needs are met
- To facilitate group discussion of shared clinical issues amongst supervisees and feedback as appropriate.

Waiting List Management
- To hold responsibility for managing the waiting list in a designated Area i.e. keeping the list updated regarding allocations
- To review priorities
- To ensure clients are allocated in a timely manner.

Administration & Accountability
- To provide service reports and related statistical information as required
- To engage in clinical audit, quality initiatives and service evaluation
- To engage in administrative duties as required for the delivery of the service

Networking and Liaison
- To liaise with referral agents and relevant others to ensure appropriate referral to the service, manage communication regarding queries about referrals etc.
- To engage in providing input regarding planning and service delivery with Primary Care Teams.

Training
- Provide service induction to contract counsellors, trainees, etc
- In-service training of staff in relation to clinical issues

To perform other duties, appropriate to the office, as may be assigned.

The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.
<table>
<thead>
<tr>
<th>Eligibility Criteria</th>
<th>Candidates must, at the latest date for receipt of completed applications for the post possess:</th>
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<tbody>
<tr>
<td>Qualifications and/or experience</td>
<td>(1) A recognised qualification at Level 7 or higher qualification on the NQAI framework in Medicine, relevant Health &amp; Social Care Professionals (e.g. Psychology, Social Work, Occupational Therapy, Speech &amp; Language Therapy) or registered or eligible to be registered as a Nurse with An Bord Altranais <strong>And</strong></td>
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<td></td>
<td>(2a) An Accredited qualification in counselling or psychotherapy recognised by the Irish Association for Counselling and Psychotherapy, a relevant body within the Irish Council for Psychotherapy, or equivalent body in another jurisdiction, of which there is sufficient theoretical content, clinical placements, skills training and personal development as part of the qualification <strong>Plus</strong></td>
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<td>(2b) A minimum of two years experience (in respect of full-time post-graduate qualifications this will not apply) <strong>Or</strong></td>
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<td></td>
<td>(3) A post-graduate qualification in counselling or clinical psychology recognised by the Psychological Society of Ireland</td>
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**Health**
A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

**Character**
Each candidate for and any person holding the office must be of good character

**Age**
Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age.

| Post Specific Requirements, additional qualifications and/or experience required | For COUNSELLOR/ THERAPIST CLINICAL CO-ORDINATOR ROLE (ASSIGNED TO NCS CIPC) only :
- Demonstrate significant experience working in counselling with adults in a variety of settings
- Demonstrate experience in providing supervision to counsellor/therapists, trainees or other relevant professional
- Demonstrate the requisite knowledge and ability to undertake the role |

| Skills, competencies and/or knowledge | FOR ALL COUNSELLOR/ THERAPIST POSTS:
Demonstrates knowledge, experience and ability to:
- understand the impact of childhood abuse and trauma
- assess clients’ suitability for counselling/psychotherapy
- work within a range of therapeutic approaches |
• provide short and long term therapy contracts
• work effectively and confidently with challenging client processes
• work with traumatised clients in one-to-one and group settings
• respond appropriately to a range of mental health issues
• empathise with and treat clients, relatives and colleagues with dignity and respect
• operate notification procedures in relation to child protection
• assess risk and manage it appropriately
• incorporate relevant legislation, agreed policy directives and professional guidance into work practice
• engage in evaluation
• engage in commitment to continuing professional development
• operate professional and personal boundaries
• appreciate the importance of professional and personal support systems
• work effectively as part of a team including working independently or as part of a multidisciplinary team
• operate effective interpersonal and communications (verbal and written) skills
• manage client records effectively and to produce counselling reports as required
• work in a flexible manner and be open to change
• apply management and organisation skills
• to evaluate information and make effective decisions
• provide a quality service
• develop IT skills relevant to the role

ADDITIONALLY FOR THOSE COUNSELLOR/ THERAPISTS ASSIGNED THE CLINICAL COORDINATOR ROLE FOR NCS CIPC:

Demonstrates knowledge, experience and ability to:
• effectively plan and prepare for meetings
• identify and prioritise the requirements of their service area
• identify and engage with relevant stakeholders to deliver a quality service
• promote initiative that will ensure professional practice
• delegate a clinical caseload and other tasks to contract counselling staff
• manage communications in a professional manner
• optimise appropriate resources within own area to achieve effective outcomes
• supervise and support assigned staff
• develop and/or operate systems to support the supervision of assigned staff in collaboration with the Director
• monitor and evaluate effectiveness of interventions/service delivery
• promote and demonstrate best practice at all times
<table>
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<tr>
<th>Other requirements specific to the post</th>
<th>Access to transport required as post will involve frequent travel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campaign Specific Selection Process</td>
<td>Short listing may be carried out on the basis of information supplied in your application form. The criteria for short listing are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the shortlisting stage of this process (where applied) will be called forward to interview. The interview process for Counsellor/Therapist Clinical Co-Ordinator may involve the candidate giving a short presentation, further comprehensive details about this will be given in the invite to interviews letters.</td>
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<tr>
<td>Code of Practice</td>
<td>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Codes also specifies the responsibilities placed on candidates, feedback facilities for candidates on matters relating to their application, when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process, and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE's review process is available in the document posted with each vacancy entitled “Code Of Practice, Information For Candidates”. Codes of Practice are published by the CPSA and are available on <a href="http://www.careersinhealthcare.ie">www.careersinhealthcare.ie</a> in the document posted with each vacancy entitled “Code of Practice, Information For Candidates” or on <a href="http://www.cpsa-online.ie">www.cpsa-online.ie</a>. The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed. This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.</td>
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### HEALTH SERVICES EXECUTIVE

**Terms and Conditions of Employment**

**Counsellor/Therapist – National Counselling Service**

**Counsellor/Therapist Clinical Co-Ordinator – National Counselling Service**

| Tenure | The initial vacancies for this post are permanent whole-time and part-time. This post is pensionable. A panel will be formed from this recruitment campaign and future permanent or specified purpose vacancies of full-time or part-time duration will be filled from this panel. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004. |
| Working Week | The standard working week applying to the post is: 35 Hours HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| Annual Leave | The annual leave associated with the post is: **29 days** |
| Superannuation | Membership of the HSE Employee Superannuation Scheme applies to this appointment. Existing Members who transferred to the HSE on 1st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those to which they were entitled at 31st December 2004. Appointees to posts in the Mental Health Services which formerly attracted fast accrual of service should note that the terms of Section 65 of the Mental Treatment Act 1945 do not apply to New Entrant Public Servants as defined by Section 12 of the Public Service Superannuation (Miscellaneous Provisions) Act 2004. |
| Probation | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months. |
| Protection of Persons Reporting Child Abuse Act 1998¹ | This post is one of those designated in accordance with Section 2 of the Protection of Persons Reporting Child Abuse Act, 1998. You will remain a designated officer for the duration of your appointment in this post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. Such officers will, on receiving a report of child abuse, formally notify the Senior Social Worker in the community care area in which the child is living. |

¹ See appendix 1 for list of posts
### Text Appendix 1 – Categories of Designated Officers

**Categories of Designated Officers as set out in DoHC letter, date 2003 directing change to list of Designated Officers under PPRCA Act, 1998**

<table>
<thead>
<tr>
<th>Social Workers</th>
<th>Child Care Managers</th>
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<tbody>
<tr>
<td>Child Care Workers</td>
<td>Family Support Co-ordinators</td>
</tr>
<tr>
<td>Public Health Nurses</td>
<td>Family Support Workers</td>
</tr>
<tr>
<td>Hospital Consultants</td>
<td>Environmental Health Officers</td>
</tr>
<tr>
<td>Psychiatrists</td>
<td>Pre-school Services Inspectors</td>
</tr>
<tr>
<td>Non-Consultant Hospital Doctors</td>
<td>Childminder Co-ordinators</td>
</tr>
<tr>
<td>All other Health Board Medical and Dental Personnel</td>
<td>Managers of Disability Services</td>
</tr>
<tr>
<td>Community Welfare Officers</td>
<td>Residential Care Managers/Residential Child Care Workers</td>
</tr>
<tr>
<td>Speech and Language Therapists</td>
<td>HIV and AIDS Services</td>
</tr>
<tr>
<td>All Health Board Nursing Personnel</td>
<td>Counsellors in Services for AVPA</td>
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<tr>
<td>Psychologists</td>
<td>Children First Information &amp; Advice Persons</td>
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<tr>
<td>Radiographers</td>
<td>Children First Implementation Officers</td>
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<tr>
<td>Physiotherapists</td>
<td>Quality Assurance Officers</td>
</tr>
<tr>
<td>Occupational Therapists</td>
<td>Advocacy Officers</td>
</tr>
<tr>
<td>Health Education/Health Promotion Personnel</td>
<td>Access Workers</td>
</tr>
<tr>
<td>Substance Abuse Counsellors</td>
<td>Project Workers</td>
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<tr>
<td>Care Assistants</td>
<td>Training and Development Officers</td>
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