**JOB DESCRIPTION - COUNSELLOR**

**TITLE: Counsellor**

**Central Services Support Team**

**EMPLOYING AUTHORITY: Daughters of Charity Community Services.**

**REPORTING TO: Family Support Worker Team Lead**

**Working Relationship**

The person assigned responsibility for the position of Counsellor is required to work as a member of the Central Services Support Team and to support the Managers of the Services in responding to the counselling and the education and employment support needs of clients of the Services. As the DoCCS has a special working relationship with the community, local development organizations, educational and other relevant public and statutory bodies, the assignee will be required to maintain good working relations with representatives of all such external agencies or services he/she may deal with in the course of his/her work duties.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

The following principal responsibilities are provided as an outline of the person assigned responsibility for the position of Counsellor in the Central Services Support Team. The assignee will be required to:

1. Provide high quality and structured counselling support to service participants of the organisation on a referral basis, including; teenagers (with parental consent for those under 18 years – excluding those under 18 years who are married), adults, and older people. This includes responding to a limited number of self-referring or local project-referred clients from the community.
2. Adhere at all times to professional standards of case preparation, client confidentiality, information sharing, appropriate communication, case management and record-keeping, as well as ensuring a safe and accepting environment for all clients.
3. Ensure adherence to the organisation’s Child Protection and Welfare Policy and Procedures, and the organisation’s policy for the Protection of Vulnerable Adults.
4. Apply counselling skills in a competent, confident, patient and calm manner to a range of client-specific issues including anxiety, grief, personal health, illnesses, anger management, addiction, fear, stress, panic attacks, depression, guilt, suicidal thoughts, bullying, violence, abuse, family relationships, parenting, marriage difficulties and low self-esteem. To carry out research and to up-skill in response to new areas of identified client need, whenever relevant.
5. Value, and actively contribute to the inter-disciplinary Central Services Support Team, which is based on a holistic work approach to client care and welfare, and involving the sharing of appropriate information, inputting into case meetings and external case conferences, providing professional support to team colleagues as required, and participation in team meetings, bi-monthly supervision meetings with the Family Support Worker Team Lead and meetings with management and / or staff of St. Vincent’s Community Training Centre as required.
6. Liaise with service managers and staff of the wider organisation in issues related to case referral, management and supervision.
7. Liaise and foster links with external statutory agencies, with other centres of education, with professional bodies and local community services in matters relating to client referrals, support, assistance and progression.
8. Maintain appropriate documentation, records, and statistics and provide relevant information from time to time to organisational management as required for funding applications, reports for Board of Management, the organisation’s annual report and external agency reports. As well as any other duties you may be asked to carry out from time to time.