

# JOB DESCRIPTION

<b>Job Title:</b>	Counsellor	<b>Post Holder:</b>	Vacant
<b>Reports To:</b>	Senior Health and Recovery Manager	<b>Location:</b>	Limerick
<b>Salary:</b>	This role is attached to a defined salary scale which ranges from €41,760 to €51,330 and appointments are made depending on qualifications and experience.		

## Purpose of the Job

NOVAS are seeking to recruit a Counsellor for our exciting new women specific day service. This role will be part of the team responsible for the setting up and operation of these new services based in Limerick City, but serving women across the Midwest. The service is a non-judgemental, low threshold, high tolerance safe space for women, which provides access to key working, counselling, psychoeducation and social groups on site as well as support to access GP, general and mental health nursing and other specialised supports as required.

The day service for women will provide a single access point to support in the areas of addiction, health, gender-based violence & coercive control, legal issues, life skills, education and employment supports.

The Counsellor will provide therapeutic interventions to individuals and families affected by substance misuse. The role will support those of the Community Addiction Workers and will support the provision of an integrated range of preventative, therapeutic and rehabilitation services to meet the diverse health and social care needs of women availing of the service in an accountable, accessible and equitable manner. The Counsellor will provide support with minimal barriers for the women engaging with the Wellbeing Centre and the NOVAS Recovery House. However, the Counsellor will also be available to other marginalised women in the community, who require low-threshold therapeutic interventions. Access to counselling is not dependent on engagement in other aspects of the service.

The successful candidate will possess the skill set necessary to respond to a broad range of client issues related to substance use, including: motivation, harm reduction, stabilisation, detoxification, relapse prevention, relationship difficulties, depression, anxiety, and phobias, loss, coping with illness, abuse, developmental issues, adjustment problems, stress, trauma, violence, anger, and psychosexual difficulties, drawing on therapeutic

orientations such as trauma informed, person-centred and cognitive-behavioural therapy, with a particular emphasis on short-term intervention.

## Environment of the Job

NOVAS is a not-for-profit organisation and Approved Housing Body, we work with single adults, couples and families, and who are homeless or at risk of being homeless. We also provide a service for unaccompanied minors seeking asylum. We support adults with disabilities and complex needs. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation, and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community-based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation, and the principles of collaboration, diversity, respect and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

## Delegation and Reporting

In the absence of the Service Manager, or at other specified times, the Counsellor may be required to consult with and take direction from the Senior Health and Recovery Services Manager, the Head of Operations, the CEO, or another specified member of the senior management team.

Oversight for the work in this role is provided by the Quality Services Sub Committee of the NOVAS Board of Directors.

The Counsellor will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision making will at all times be informed by the best interests of the clients and ensuring cost effective value for money and use of donations.

## Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggling to moderate their behaviour. Patience, respect and an

ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities	
Accountability	Achieved by
<b>Client Care and Support</b>	<ul style="list-style-type: none"> <li>• Provide individual/group counselling/therapy to clients</li> <li>• Conduct initial and comprehensive assessments according to National protocols</li> <li>• Develop and deliver appropriate support and care management programmes in conjunction with other voluntary and statutory services.</li> <li>• Ensure regular reviews of client supports.</li> <li>• To approach clients at all times with dignity and respect and</li> <li>• ensure they are provided with choices around the services they receive.</li> <li>• Support clients in line with Trauma Informed Practice and harm reduction principles. Ensure provision of practical services to the client, including welfare, benefits and housing advice, budget and debt management and life skills.</li> <li>• awareness of professional and personal boundaries</li> <li>• Understand and prioritise client needs, taking account of the role of culture, sexuality, peer group, gender, family and mental health, beliefs and behaviours.</li> <li>• Practice in accordance with all relevant policies and standards.</li> <li>• Referral of clients to self-help groups, community initiatives, appropriate health care and support services, including specialist services if required.</li> <li>• Notification of child abuse in accordance with Children First Guidelines.</li> <li>• To engage in in-service and other relevant training opportunities and to keep up to date with new developments in the area of counselling/therapy and addiction treatment.</li> <li>• To monitor and evaluate effectiveness and outcomes of support to individuals and groups</li> <li>• Ongoing monitoring, audit and evaluation of service.</li> </ul>
<b>Financial Responsibilities</b>	<ul style="list-style-type: none"> <li>• To be aware of and adhere to all relevant financial procedures and regulations of the organisation and to report any discrepancies either on the part of the post-holder or others to your manager immediately.</li> </ul>

<p><b>Liaison</b></p>	<ul style="list-style-type: none"> <li>• Participation in clinical multidisciplinary team liaison with general practitioners, other primary health care staff, psychiatric services, statutory/voluntary and other agencies as appropriate.</li> <li>• Contribute to the development and implementation of information sharing protocols, audit systems, referral pathways and shared care arrangements.</li> <li>• Referral to appropriate treatment facilities, for stabilisation, detoxification, rehabilitation.</li> <li>• To promote the work of NOVAS to other organisations.</li> <li>• To attend internal and external meetings where appropriate and as requested.</li> <li>• To be accountable for your workload and movements to both your line manager and the appropriate senior managers.</li> </ul>
<p><b>Supervision, Support &amp; Development</b></p>	<ul style="list-style-type: none"> <li>• Engaging in regular supervision or one-to-one sessions with your line manager.</li> <li>• Working under the direction of and in collaboration with your line manager and the wider management team.</li> <li>• Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission.</li> <li>• Participating in team meetings.</li> <li>• Familiarity and compliance with all relevant policies and standards.</li> <li>• Participation in relevant and required training events.</li> </ul>
<p><b>Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>• Attention to your own and that of the clients and staff health &amp; safety in the workplace.</li> <li>• Vigilance of health &amp; safety hazards and timely reporting of same to your line manager and or safety representative.</li> <li>• Managing and reporting incidents and accidents in accordance with policies and procedures.</li> <li>• Ensuring all Fire Safety Checks are carried out in line with policies, procedures and daily tasks. Reporting any issues immediately to the Project Manager.</li> <li>• Carrying out Health and Wellbeing checks on clients where required and follow up on any support needs.</li> <li>• Ability to recognise and administer basic First Aid to clients as required. Mandatory Training will be provided.</li> <li>• Adhere to all the principals of manual handling.</li> <li>• Adherence to all infection prevention control measures</li> <li>• Ensure all Health &amp; Safety records are accurate and up to date.</li> <li>• Engage with Health &amp; Safety audits and action recommendations in a timely manner.</li> <li>• Carry out risk assessments and implement risk mitigation measures.</li> </ul>

<b>Information Management</b>	<ul style="list-style-type: none"> <li>• To maintain clear, concise records and submit statistics and activity data in a timely manner as requested.</li> <li>• Manage client records effectively and to produce counselling reports as required</li> <li>• To observe professional ethical standards and behaviours as required by NOVAS Policies and Procedure, Freedom of Information Act, Data Protection Act and requirements of relevant professional Accrediting Bodies, ensuring confidentiality of records and security of same.</li> </ul>
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## Person Specification

### Essential Criteria

*Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.*

### **Eligibility Criteria:**

#### **The appropriate candidate will have:**

- 1) A qualification or post-graduate qualification at Level 8 in counselling, addiction counselling or psychotherapy recognised by one of the following, as appropriate: the Irish Association for Counselling and Psychotherapy (IACP), Addiction Counsellors of Ireland (ACI) or one of the five sections within the Irish Council for Psychotherapy (ICP)

**OR**

- 2) A qualification at Level 7 or higher on the QQI framework in a human science discipline (medical, psychological, social, educational) or hold a qualification at Level 7 or higher in a health and social care profession.

**AND**

Hold a qualification or post-graduate qualification in counselling, addiction counselling or psychotherapy recognised by one of the following, as appropriate: the Irish Association for Counselling and Psychotherapy (IACP), Addiction Counsellors of Ireland (ACI) or one of the five sections within the Irish Council for Psychotherapy (ICP).

#### **Candidates must also have:**

- a) Have full accredited membership with one of the following: IACP, ACI or one of the five sections within ICP. Pre-accredited hours must include a minimum of 100 hours of one-to-one counselling/addiction counselling/psychotherapy with clients under the supervision of an IACP/ACI/ ICP accredited supervisor.

**OR**

- b) Be a full member of the Clinical or Counselling Psychology Division of the Psychological Society of Ireland (PSI)

### Skills, Competencies and or Knowledge

- Experience and knowledge of working in two or more of the following areas: Homeless sector, Tenancy Sustainment, Family Support, Residential Care, Mental Health, Challenging Behaviour, Substance Misuse, Community Engagement, and Disability Support.
- Ability to provide services that foster and enhance the dignity, development and independence of the individual.
- Have an understanding of care and case management protocols including; care planning, needs assessment, risk management/assessment, incident management/prevention and key-working
- Ability to communicate effectively with a wide variety of people.
- Understanding of the needs of vulnerable people who are homeless, with focus on the specific needs of people with complex needs.
- Knowledge of the National Rehabilitation Framework
- Clinical knowledge of assessment and treatment of a range of addiction and dual diagnoses
- Knowledge of notification procedures around child protection and management of other ethical considerations relevant to post
- Ability to work both as part of a multidisciplinary team and to work independently
- Evidence of effective planning and organising skills including awareness of resource management and importance of value for money
- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Familiarity with the National Quality Standards Framework for Homeless Services.
- Knowledge of approaches such as Community Reinforcement Approach, Motivational Interviewing, Harm Reduction, relapse prevention and overdose prevention.
- Strong administration skills for record keeping, report writing and computer literacy.
- Knowledge of the Dual Diagnosis Model of Care Strategy.
- Knowledge of and a commitment to equal opportunities.
- Full drivers licence and use of own car.

**Garda Vetting will be sought for this role.**

## NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

<b>Support &amp; Supervision</b>	Every employee will have regular planned one-to-one meetings with their line manager as well as Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
<b>Learning &amp; Development</b>	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
<b>Career Progression</b>	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
<b>Salary Scales</b>	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
<b>Annual Leave</b>	26 Days annual leave plus bank holidays.
<b>Pension</b>	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
<b>Employee Assistance Programme</b>	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
<b>Further Education Support</b>	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
<b>Sick Pay</b>	2 Weeks full and 2 weeks half sick pay certified.
<b>Maternity Leave</b>	18 weeks full pay which can be pro rata across duration.