**Job Description**

**Job Title:**  Counsellor

**Responsible To:** Gambling Services Team Leader

**Hours of Work:** **35 hours per week with some evening client work**

**Based:** Southwest England or Wales

**Salary:** £34,651

### PURPOSE OF THE JOB

To take the role of Counselling Practitioner within ARA’s Gambling Services. Providing individual counselling and assessments, by telephone and face to face for clients affected by problem gambling. Working to ARA’s Gambling Service Guidelines, providing counselling interventions for all clients referred to the service.

Job requirements

Contracted hours will be mainly client work and will include some evening work, depending on client and service needs. The role also includes carrying out assessments and other work as and when needed (as listed below).

Risk Management

* Undertaking risk management processes and the assessment of risk.
* Develop risk management plans and share information as appropriate in the best interest of the Client and the organisation.
* Undertaking Safeguarding actions to protect Young People and Vulnerable adults as appropriate, share information internally and externally as appropriate.
* Adhere to ARA’s Lone Working policy and ensure risks to clients and self are kept to a minimum.
* Respect client confidentiality and adhere to the ARA confidentiality policy.

Client Support

* Ensure assessment identifies the needs of the Client for the complete recovery journey.
* Ensure client support plans are high quality, current, relevant and recovery focused.
* Support plan reviews are undertaken as appropriate and in line with organisational policies.
* Ensure appropriate systems are in place to collect relevant data following client contact and maintain records to meet organisational needs.
* Provide individual counselling to clients affected by problem gambling within the treatment structure outlined by ARA’s Gambling Service.

Performance Management

* An understanding and use of data to inform decision making process.
* Manage resources to meet service user needs and maximise access to service and income.

Gambling Liaison

* Participate in Gambling Service Meetings and identify opportunities to promote the service to potential clients and referral sources.
* Participate in publicising the Gambling Services, developments and changes to those services to clients and referral sources, if required.

Service Improvement

* Participate in regular reviews of the service in line with organisation policies and procedures.
* Actively seek best practice examples from elsewhere and implement as appropriate.
* Participate in team meetings and provide constructive criticisms to identify opportunities for improvement, respond to criticism by making appropriate adjustments and provide feedback when ideas are not feasible.

Other Activities

* Undertake administration tasks as required to maintain Client records, organisational outcomes and any other reporting required.
* Develop your own knowledge and practice by undertaking training, supervision and team meetings.
* Observe the organisations health and safety at work policy.
* Observe organisations equal opportunities, confidentiality, data protection, inclusion and diversity policies.
* Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.