

## Job Description

<b>Job Title:</b>	Counsellor
<b>Responsible to:</b>	Gambling Services Treatment Manager
<b>Location:</b>	Wales
<b>Salary:</b>	£36,037
<b>Contract:</b>	Permanent

### Role Purpose

To take the role of Counselling Practitioner within Ara's Gambling Service providing individual counselling by telephone and face to face for clients affected by harmful gambling. Working to Ara's Gambling Service Guidelines, providing counselling interventions for all clients referred to the service

### Specific Duties

- Client Support - Provide individual counselling to clients affected by harmful gambling within the treatment structure outlined by Ara's Gambling Service.
- Ensure appropriate systems are in place to collect relevant data following client contact and maintain records to meet organisational needs.
- 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.
- Risk management processes and the assessment of risk, developing risk management plans and share information as appropriate in the best interest of the client and the organisation.
- Participate in gambling service meetings and identify opportunities to promote the service to potential clients and referral sources.
- Participate in publicising the gambling service, developments and changes to those services to clients and referral sources, if required.
- 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.
- 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.
- The development and delivery of our group work programmes.

### **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 attending 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.

### **Skills, Experience and Knowledge**

- Recognised qualification in Counselling to Diploma level 4
- Experience of counselling clients and delivering group work
- Experience of the delivery and evaluation of therapeutic services
- Experience of the implementation and evaluation of care planning
- Experience of effective case management
- Ability to present comprehensive written accounts of treatment episodes
- Ability to take a non-judgmental approach to problem gambling
- Ability to deliver an empathic and challenging approach to clients
- Understanding and experience of safeguarding children and vulnerable adults
- Fluent Welsh speaker is desirable

### **Personal Qualities**

- Ability to work effectively in a team
- Professional boundaries in place
- Self-motivated and able to work under pressure
- Open to personal and professional development