

THE MIX

Recruitment Counsellor



About The Mix

The Mix is a free, confidential support service for under 25s - making a massive difference to over two million young people in the UK each year. Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry's Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges. We work on high profile campaigns to change attitudes and raise awareness with the likes of Daniel Radcliffe, Lady Gaga, Ed Sheeran, Anne-Marie and Russell Brand. We work with TV shows like Coronation Street and Hollyoaks and big brands like GymShark, NOWTV, SCHUH and Experian on everything from money to masturbation.

Today's young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix's mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are: www.themix.org.uk

Vision, Mission and Values

What we do: The Mix is here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

Vision: To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

Mission: To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn't have to be.

Values:

- **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
- **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
- **Supportive** - we listen, we encourage, we care, we're understanding, we are empathetic
- **Collaborative** - we are open & transparent, we co-create, we respect, experience & expertise
- **Proactive** - we create situations, we make things happen, we get things done
- **Non-judgemental** - we do not judge, we do not criticise, we do not blame

Job Description

Job: Counsellor

Department: Services

Reporting to: Counselling Manager

Responsible for Volunteer Counsellors and Sessional workers as required

Overall Purpose of the job: Remotely co-ordinate the development and delivery of counselling services at The Mix while also supporting counselling volunteers in the delivery of a high quality service.

Key areas of responsibility:

- Support the delivery, development and execution of counselling services, recommending improvements and efficiencies to the service and its systems
- Support with project and budget management, as well as report writing as appropriate
- Provide clinical supervision and mentoring to volunteer counsellors, offering ongoing support where needed.
- Ensure effective monitoring mechanisms are in place, participating actively in data monitoring and analysis and the monitoring, sharing and forecasting of data.
- Deliver, support and coordinate the recruitment, training and retention of volunteer counsellors
- Establish and maintain appropriate records of counselling, ensuring that data protection and confidentiality requirements are met. This includes liaising with children, young people and volunteer counsellors and updating the system as required (SalesForce).

- Support the counselling manager in the development and integration of The Mix Counselling services, liaising closely with the team on any developments and issues arising from the clinical work, and recommend improvements and efficiencies to the service and its systems
- Take responsibility for the welfare of all clients and volunteer counsellors during the shifts and for safeguarding and protecting the welfare of children and vulnerable adults in contact with The Mix
- Provide the counselling service to young people in contact with The Mix, in line with the relevant therapeutic framework and across both telephone and web chat channels
- Any other duties as required

Person Specification

Essential

- Accredited/Registered member of the BACP, UKCP or equivalent body
- Diploma or above in counselling or psychotherapy
- Experience delivering counselling services to young adults 25 and under
- Knowledge and experience of short-term counselling
- Demonstrable experience of delivering telephone and web-chat counselling
- Experience of developing counselling services, training and associated materials
- Experience of volunteer co-ordination
- Experience in project management
- Experience delivering training
- Identifying volunteer learning needs and design training to meet those needs
- Ability to deliver a service that is continuously developing in response to service user needs
- Ability to manage multiple tasks simultaneously and work flexibly
- Self-starter with the ability to work on own initiative
- Strong computer literacy with excellent written and oral communication skills
- Team player with strong communication and cooperation skills

Desirable

- Qualified Supervisor
- Project management qualification
- Experience of expanding the channels or service delivery within an established counselling service, ideally through the implementation of digital solutions
- Experience of working in a helpline setting

Terms and Conditions

- Salary:** £26,000 per annum pro rata
- Contract:** Permanent
- Location:** 209-211 City Road, London, EC1V 1JN
- Pension** 4% employee contribution secures 4% employers' contribution to stakeholder pension scheme
- Hours:** This post is 3 days a week, *of which at least one day would be during evening times (ideally 2pm onwards)*. The ideal candidate will be available to work on 2 days during the week and 1 day during the weekend. Occasional evening and weekend work will be required for which time of in lieu will be given.
- Annual leave:** You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory Bank Holiday during each year.
- Benefits:**
- Flexible and remote working available
 - Eyecare vouchers
 - Life assurance
 - Weekly staff socials, plus Summer and Christmas Party
 - Colleague of the month – awarded half a day extra annual leave
 - Central London location
 - Clinical supervision offered for front line services staff
 - Coaching Environment
 - Learning, development and training options

How to apply

- To apply, please include a short summary of relevant work experience up to 500 words, please DO NOT send CVs, and answers to the following 4 questions:

1. How would you approach designing training for volunteer counsellors?
2. What level of counselling do you hold and how long have you been practising? What has been the most challenging situation you have had to deal with and how did you manage it?
3. What is your approach to supporting young people who may be experience mental distress?
4. How would you approach supporting a less experienced counsellor in a supervision setting?

Please send all applications to workforus@themix.org.uk.



Social Media

Have a look at our social media

