

# THE MIX

## Counsellor

### Job pack

Thank you for your interest in working at The Mix. This job pack should give you everything you need to know to apply for this role and what it means to work at The Mix.

In this pack you'll find:

- Our Vision, Mission and Values
- The role profile and person specification
- The benefits of working at The Mix
- How to apply for the role
- Our approach to equality and diversity and the Equality and diversity monitoring form
- Contact details form

If you want to chat about the role or need further information, you can contact by emailing [workforus@themix.org.uk](mailto:workforus@themix.org.uk)



## About The Mix

The Mix is a free, confidential support service for under 25s - making a massive difference to over 6.4 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.

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](http://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 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

**Mission:** To drive positive change in young people and their world through digital, youth voice and data.

### Values:

- **Empowering** We support young people to speak out, to take part and to take control of their lives.
- **Non-judgemental** We are open minded; we do not criticise or blame.
- **Inclusive** We welcome all young people from all backgrounds and circumstances.
- **Brave** We talk about everything to reflect the real lives of all young people.
- **Collaborative** We work with others to achieve the best outcomes.

## Role Description

**Job title:** Counsellor  
**Department:** Services  
**Reporting to:** Head of Counselling

### Overall purpose of the role:

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
- 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

<b>Salary:</b>	£26,000 per annum pro rata
<b>Term:</b>	Fixed Term 1 year contract, with possibility to extend
<b>Location:</b>	We have an office in central London, and we offer hybrid working and flexible working arrangements
<b>Pension</b>	4% employee contribution secures 4% employer's contribution to stakeholder pension scheme
<b>Hours:</b>	This is a part time post, 3 days a week (60% FTE), of which one day would be during evening times (ideally 2pm onwards). Occasional evening and weekend work will be required for which time off in lieu will be given
<b>Annual leave:</b>	You will be entitled to 35 days of holiday <b>pro rata</b> , including the 8 Statutory Bank Holidays, during each calendar year.
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>• Flexible and remote working available</li> <li>• Eyecare vouchers</li> <li>• Life assurance</li> <li>• Weekly staff socials, plus Summer and Christmas Party</li> <li>• Colleague of the month – awarded half a day extra annual leave</li> <li>• Central London location</li> <li>• Clinical supervision offered for front line services staff</li> <li>• Coaching Environment</li> <li>• Learning, development, and training options</li> </ul>

## How to apply

To apply, please include a short summary of relevant work experience up to 500 words, and answers to the following 4 questions to [workforus@themix.org.uk](mailto:workforus@themix.org.uk):

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?



## Social Media

Have a look at our social media



## Equality and diversity monitoring form

Thanks for your application, we're looking forward to working with you. Below are some questions about who you are and how you identify. These questions are anonymous and completely optional, which means it's your choice if you choose to answer them or not. The Mix is committed to ensuring that all our opportunities and services are inclusive, representative, and accessible for everyone. We are working hard to remove barriers that people may face in taking part in our opportunities. Data plays an important role in that. By completing this form, you will help us to build a picture of who we are reaching, and making sure that our volunteers, staff, and young people are representative of all people in the UK.

Filling out this form is voluntary; however, the information will help us to review our engagement process and ensure we are sticking to our diversity goals. This form is completely anonymous and has no bearing on the outcome of your application."

The information that you provide will be held in line with our privacy policy here: <https://www.themix.org.uk/about-us/privacy-policy>

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### Which Gender do you identify with?

Woman  Man  Non-binary  Prefer not to say

Prefer to self-define (please specify)

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Is your gender the same as your registered sex at birth?

Yes  No  Prefer not to say

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### Which of the following best describes how you think of yourself?

Heterosexual  Bisexual  Gay or lesbian  Queer  Pansexual  Asexual

Questioning  Self-define  Prefer not to say

If you prefer to self define, please specify:

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**Age** 16-24  25-29  30-34  35-39  40-44  45-49  50-54  55-59  60-64  65+  Prefer not to say

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### What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

#### **Asian or Asian British**

Indian  Pakistani  Bangladeshi  Chinese  Prefer not to say

Any other Asian background:

#### **Black, Black British, Caribbean or African**

Caribbean  African  Prefer not to say

Any other Black, Black British, Caribbean, or African background:

**Mixed or Multiple ethnic groups**

White and Black Caribbean  White and Black African  White and Asian  Prefer not to say  Any other Mixed or Multiple ethnic background:

**White**

English, Welsh, Scottish, Northern Irish, or British  Irish   
Gypsy or Irish Traveller  Roma  Prefer not to say   
Any other White background:

**Other ethnic group**

Arab  Prefer not to say  Any other ethnic group:

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**What is your religion or belief?**

No religion or belief  Christian (all denominations)  Buddhist  Hindu  Jewish   
 Muslim  Sikh  Prefer not to say  Any other religion or belief:

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**Where do you live?**

North East England  North West England  Yorkshire and Humber   
East Midlands  West Midlands  East of England  London   
South East England  South West England  Wales  Northern Ireland   
Scotland  Other locations in the UK:

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**Do you have a disability or condition that impacts the way you carry out daily activities?**

Yes  No  Prefer not to say

**Which of the following best describes your disability or condition?**

Mobility, including fluctuation or recurring conditions   
Learning or concentrating or remembering   
Cognitive, such as acquired brain injury or declining brain functioning seen in conditions like dementia   
Autoimmune, such as diabetes   
Mental Health/Illness   
Autism or Asperger's or ADHD or any other neurodivergent conditions   
Stamina or breathing difficulties   
Long term illness   
Other:

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## HR Statement

The Mix is committed to ensuring that we have a diverse workforce, which reflects the diversity within society and especially the young people who use our services. Not only is the right thing to do, it also values, celebrates, and recognizes the contribution that diversity can offer to the young people we support, and the staff and volunteers who make up our team at The Mix. We want to take down barriers and actively present opportunities to a wider and more diverse range of people. We are committed to creating safe and fair spaces for all by suitability accommodating different people's needs. This is outlined in our equality policy.

We are seeking applications from individuals with a diversity of experience, backgrounds, and perspectives. We particularly welcome applications from people aged between 18-25years. We also encourage those who may not have formal qualifications but who offer valuable life experience.

The Mix needs your help and co-operation to enable it to do this. Filling out this form is voluntary; however, the information will help us to review our recruitment process and ensure we are sticking to our diversity goals. This form is completely anonymous and has no bearing on our shortlisting process. Hiring managers will have no access to this information and this form is kept separately from your application."

The information that you provide will be held in line with our privacy policy here: <https://www.themix.org.uk/about-us/privacy-policy>



## Contact Details

Name:	
Preferred pronouns:	
Mobile number:	
Email Address:	
1 <sup>st</sup> Reference:	
2 <sup>nd</sup> Reference:	