



Qualified Couples Counsellor Recruitment Pack

Welcome!

Are you a warm, caring counsellor who is passionate about supporting people? We want to hear from you!

We're hiring experienced couples counsellors to join our counselling team.

With our supportive team, you'll get the chance to learn from other counsellors, hone your practice with CPD training and clinical supervision, whilst working for a nationally respected Charity.

No session will be the same – people from a wide range of backgrounds access our digital and face-to-face services. We'd love for our counsellors to reflect the diversity of our society and client base, too.

Any questions you have that aren't answered in this pack? Drop us an email at:

admin@relatecambridge.org.uk

[01302 347712](tel:01302347712)

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Couples Counsellor -Information and Role

Location

We operate across the whole of Cambridgeshire, including Peterborough and also in Fenland , Newmarket, Melbourn and Stamford regions. Some roles are online only and some are hybrid. Please refer to the job advert for details.

Hours

Part time contract. Average commitment 8-15 sessions a week (negotiable).

Salary

Please refer to the job advert for details.

Qualifications

See Person Specification contained in the pack. You must be Relate trained to work with couples or have an equivalent qualification (for a list of equivalent training – [See our APEL external course list.](#))

How do I apply?

To apply to be a counsellor at Relate Cambridgeshire, please complete and return the application form within the deadline stated. Click here for [application form](#).

If you don't hear back from us within 10 days of applying, please feel free to email for an update.

Worried you don't fit all of the listed criteria? Please don't be! If you're unsure whether or not to apply, email us at admin@relatecambridge.org.uk and we'll do our best to help.

We're keen to hear from as many people as possible.

Outline of our Contract of Employment:

- We offer a permanent part-time contract.
- Hours, slots, and locations: We need to have slots available to meet client demand and so will agree these with you. Hours are negotiable but 8 hours weekly is the minimum requirement. You can do up to 15 per week. Some of the hours are to be offered evenings and/or Saturdays or peak periods. Location will depend on client demand and your situation. We can offer some home working, but you need to be able to offer face to face counselling where the need arises. We have venues across the County and our regions.
- We will arrange a thorough induction before you begin where you meet the team and learn about our procedures.
- There is a 6-month probationary period.
- You will have full professional indemnity cover.
- You are entitled to 4 weeks paid holiday plus bank holidays for full time employment and pro rata according to hours offered for part time employment.
- You are also entitled to sick pay as set out in the contract.
- You are only paid for the slots that we fill, or for late cancellations. Empty slots are not paid for. Travel expenses to your place of work are not paid.
- You must have the appropriate DBS to work for us.
- You are eligible for a £150 p.a. CPD bursary.
- Free quality clinical supervision. You are required to attend 1.5 hours individual supervision and 1.5 group supervision per month, with our designated Relate supervisor.
- You will need to register onto the Relate Practitioners Directory and maintain membership annually. We will help with this process and pay any fees associated with it.

Support and benefits you'll get by joining the Relate

Cambridgeshire team

- Working for a highly respected Charity that makes a difference to people's lives daily
- Being part of a friendly committed team of counsellors, with peer support from our buddying scheme and Team events
- Opportunity to work face to face in venues across Cambridgeshire, from home, online or a hybrid combination (depending on role).
- Working with clients from a wide range of backgrounds – no one session will be the same!
- Supportive administration colleagues to help manage diaries, payments and client communications which allow you to focus on your clinical practice.
- Paid sessional contract which includes holiday and sick pay provisions and pension.
- FREE -1.5 hours a month individual supervision, and 1.5 hours a month Group supervision via Zoom
- Access to a Practice Helpline, staffed by Relate's senior clinical team, where you can ask questions and gain further support.
- Payment of all mandatory CPD's plus an annual CPD allowance of £150- and access to numerous CPD's on the Relate National Learn platform, many of them are free to members
- Professional support and guidance available from both our experienced Clinical team and the National Team whether that's webinars, online discussion groups, workshops, clinical Q&A's and other formal learning.
- Opportunities for career progression with graded salaries which reward long service and encourage additional training and hours.
- Opportunities to train in/work for other services that we offer, such as young people's counselling, family counselling and sex therapy. Funding is often available.
- Free- inhouse insurance, registration with ICO, support for GDPR, safeguarding, complaints, legal matters, and practice issues.
- working at an organisation with detailed clinical policies, clinical guidance, and support from IT.

Who we are

Relate Cambridgeshire is part of the wider Relate Federation which is comprised of the national charity Relate – which delivers services in 15 locations – and 24 local federated Relate Centres. We are one of the federated Centres and are an independent registered charity. We all work together under the Relate brand to ensure consistently high-quality services for those we exist to support. In total, more than 1,000 practitioners work across our Federation.

Relate is the leading relationships charity and the Relate Federation is the largest provider of relationship support in England and Wales. We offer counselling, information, and support to individuals, couples and families, children, and young people. We work with everyone, from all backgrounds, sexualities, and gender identities at all stages of life.

Last year the whole network reached more than 5.6 million people.

Our counselling services have mainly been delivered via Zoom during the pandemic, however we're now building our in-the-room work back up in some locations.

We also provide expert training for those wanting to become counsellors and for counsellors who want to expand their knowledge.

Visit the National Website www.relate.org.uk for training opportunities.

Our vision, mission, and values

Our vision is a future where healthy relationships are actively promoted as the heart of a thriving society.

Our mission is to make expert information and support for healthy relationships available to everyone.

We value being human, connected, and smart in the way we work.

Relate Couples Counsellor - Job Description

To provide high-quality counselling services for one or more of our services in line with Relate's standards and policies. You'll be expected to work collaboratively with colleagues to ensure our services are accessible to everyone who needs them.

Role responsibilities:

Counselling clients

- To provide counselling services for one or more of our services to clients at times and locations to be agreed with the line manager. Arrangements will be reviewed regularly to ensure client demand is being met.
- To undertake training and use Relate's online client booking system (Penelope) daily to check appointments and complete client/service monitoring forms as directed.
- To notify the relevant administrative colleague of closed cases so that end of counselling forms can be dispatched.
- To update records confirming client attendance and work with the appointments team on future bookings and administrative requests. This should be completed at the end of every shift.
- To record and maintain written case records on Penelope in accordance with Relate policies, unless otherwise agreed in writing with your line manager.

Supervision and line management

- Attend regularly (monthly), individual case supervision meetings with your designated clinical supervisor/s.
- Attend regular Case Supervision Group (CSG) meetings.
- Keep all relevant information on Relate's Practitioner Directory up to date and upload documentation as required.
- Complete requests for annual leave using appropriate systems, providing at least 6weeks' notice.
- Report to the relevant Manager on all other line management matters
- Attend staff meetings where required.
- Read and respond to emails in a timely fashion.

Continuing Professional Development

- When working with Relate clients, Relate practitioners are required to adhere to the Relate Code of Ethics and Practice and also be mindful of external good practice frameworks of external bodies such as BACP.
- Take personal responsibility for professional development and fulfil the required number of CPD hours annually to remain current on the Relate Practitioner Directory
- Undertake any mandatory CPD/training required by Relate for the proper fulfilment of the role.
- The post holder is expected to keep up to date with latest research, information, and good practice as it relates to the delivery of Relate services and the proper performance of the role.
- Discuss and identify any specific training needs with your supervisor.

Confidentiality and compliance

- Ensure appropriate client confidentiality in line with Relate policies and guidance.
- Promote equal opportunity and anti-discriminatory practices which uphold the rights of all individuals to equal access to services irrespective of gender, age, ethnicity, religion, social class, sexual orientation, or disability.
- Ensure compliance with health and safety, adult and child protection and data protection regulations in accordance with the relevant legislation and Relate policies.
- Ensure compliance with the requirements of local agreements and contracts as required by local and national commissioners in the delivery of Relate services on their behalf.
- Contribute towards evaluating the effectiveness of Relate services in line with Relate procedures.

General

- Work closely with the Line Manager in relation to client complaints
- Be supportive of trainee counsellors.
- Raise any matter of dispute or disagreement of an administrative or operational nature promptly with the Line Manager

Person specification for couple counsellors

E = Essential

D = Desirable

Minimum Qualifications	E	D
Relate Certificate in Adult Relationship Counselling or an equivalent* recognised qualification in couples counselling. *See Relate's Accreditation of Prior Experience and Learning list on our website for the most up-to-date list.	Yes	
Knowledge	E	D
Understanding of a range of adult relationship counselling theories and methodologies.	Yes	
Understanding of, and commitment to, anti-discriminatory practice.	Yes	
Understanding of the dynamics of charitable organisations		Yes
Experience	E	D
Experience of clinical practice relevant to working with couples	Yes	
Experience of working with a range of counselling theories and methodologies	Yes	
Experience of counselling through a range of delivery methods i.e., face-to-face, couples, individual, digital, telephone	Yes	
Experience of working therapeutically with clients from a range of backgrounds and needs especially those who may be socially excluded.		Yes
Skills and Abilities	E	D

Ability to understand and operate within Relate's organisational policies, procedures and guidelines and Relate Code of Ethics and BACP frameworks of clinical practice for counsellors.	Yes	
Self-directed with strong organisational, IT and administrative skills and the ability to manage a complex and demanding workload	Yes	
Can demonstrate the ability to maintain accurate and appropriate records in line with procedures and the law.	Yes	
Understanding of organisational structure and dynamics and a willingness to adapt	Yes	
Ability to work as part of a team and form effective working relationships.	Yes	
Excellent communication skills	Yes	
Excellent time management skills	Yes	
Commitment to working within and promoting Relate's Equality and Diversity Policy	Yes	
DBS checking appropriate to role and delivery	Yes	
WHERE APPROPRIATE: Ability to communicate using other languages		Yes
Personal Qualities	E	D
Professional, warm, empathetic, calm, friendly, reliable and adaptable.	Yes	
Committed to helping find ways forward in supporting people in troubled relationships.	Yes	
Commitment to professional development and delivering best practice	Yes	
Ability to maintain professional boundaries while responding to complex ethical dilemmas	Yes	